

# Executive Committee

Wed 9th Dec  
2009  
7.00 pm

Committee Room 2  
Town Hall  
Redditch



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- Access to a summary of the rights of the public to attend meetings of the Council and its Committees etc. and to inspect and copy documents.
- In addition, the public now has a right to be present when the Council determines “Key Decisions” unless the business would disclose confidential or “exempt” information.
- Unless otherwise stated, all items of business before the Executive Committee are Key Decisions.
- (Copies of Agenda Lists are published in advance of the meetings on the Council’s Website:  
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**If you have any queries on this Agenda or any of the decisions taken or wish to exercise any of the above rights of access to information, please contact  
Ivor Westmore  
Committee Support Services**

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e.mail: [ivor.westmore@redditchbc.gov.uk](mailto:ivor.westmore@redditchbc.gov.uk) Minicom: 595528**

# Welcome to today's meeting.

## Guidance for the Public

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### **Agenda Papers**

The **Agenda List** at the front of the Agenda summarises the issues to be discussed and is followed by the Officers' full supporting **Reports**.

### **Chair**

The Chair is responsible for the proper conduct of the meeting. Generally to one side of the Chair is the Committee Support Officer who gives advice on the proper conduct of the meeting and ensures that the debate and the decisions are properly recorded. On the Chair's other side are the relevant Council Officers. The Councillors ("Members") of the Committee occupy the remaining seats around the table.

### **Running Order**

Items will normally be taken in the order printed but, in particular circumstances, the Chair may agree to vary the order.

**Refreshments** : tea, coffee and water are normally available at meetings - please serve yourself.

### **Decisions**

Decisions at the meeting will be taken by the **Councillors** who are the democratically elected representatives. They are advised by **Officers** who are paid professionals and do not have a vote.

### **Members of the Public**

Members of the public may, by prior arrangement, speak at meetings of the Council or its Committees. Specific procedures exist for Appeals Hearings or for meetings involving Licence or Planning Applications. For further information on this point, please speak to the Committee Support Officer.

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### **Further Information**

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### **Fire/ Emergency instructions**

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**If you discover a fire, inform a member of staff or operate the nearest alarm call point (wall mounted red rectangular box). In the event of the fire alarm sounding, leave the building immediately following the fire exit signs. Officers have been appointed with responsibility to ensure that all visitors are escorted from the building.**

**Do Not stop to collect personal belongings.**

**Do Not use lifts.**

**Do Not re-enter the building until told to do so.**

**The emergency Assembly Area is on Walter Stranz Square.**

# Declaration of Interests: Guidance for Councillors

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DO I HAVE A "PERSONAL INTEREST" ?

- Where the item relates or is likely to affect your **registered interests** (what you have declared on the formal Register of Interests)

**OR**

- Where a decision in relation to the item might reasonably be regarded as affecting **your own** well-being or financial position, or that of your **family**, or your **close associates** more than most other people affected by the issue,

you have a personal interest.

WHAT MUST I DO? **Declare the existence, and nature, of your interest and stay**

- The declaration must relate to specific business being decided - a general scattergun approach is not needed
- **Exception** - where interest arises only because of your membership of another **public body**, there is no need to declare unless you **speak** on the matter.
- You **can vote** on the matter.

IS IT A "PREJUDICIAL INTEREST" ?

In general only if:-

- It is a personal interest **and**
- The item affects your **financial position** (or conveys other benefits), or the position of your **family, close associates** or bodies through which you have a **registered interest** (or relates to the exercise of **regulatory functions** in relation to these groups)

**and**

- A member of public, with knowledge of the relevant facts, would reasonably believe the interest was likely to **prejudice** your judgement of the public interest.

WHAT MUST I DO? **Declare and Withdraw**

BUT you may make representations to the meeting before withdrawing, **if** the public have similar rights (such as the right to speak at Planning Committee).



# Executive

## Committee

9th December 2009

7.00 pm

Committee Room 2 Town Hall

### Agenda

#### Membership:

Cllrs: C Gandy (Chair) W Hartnett  
M Braley (Vice-Chair) N Hicks  
P Anderson C MacMillan  
J Brunner M Shurmer  
B Clayton

<p><b>1. Apologies</b></p>	<p>To receive the apologies of any Member who is unable to attend this meeting.</p>
<p><b>2. Declarations of Interest</b></p>	<p>To invite Councillors to declare any interests they may have in items on the agenda.</p>
<p><b>3. Leader's Announcements</b></p>	<p>1. To give notice of any items for future meetings or for the Forward Plan, including any scheduled for this meeting, but now carried forward or deleted; and</p> <p>2 any other relevant announcements.</p> <p>(Oral report)</p>
<p><b>4. Minutes</b>  (Pages 1 - 10)  Chief Executive</p>	<p>To confirm as a correct record the minutes of the meeting of the Executive Committee held on 18th November 2009.</p> <p>(Minutes attached)</p>
<p><b>5. Tenant Involvement Strategy 2009-12</b>  (Pages 11 - 42)  Head of Housing and Community Services</p>	<p>To consider the Council's Tenant Involvement Strategy for 2009-12.</p> <p>(Report attached)</p> <p><b>(No Specific Ward Relevance)</b></p>
<p><b>6. Voluntary Sector Grant Applications 2009/10</b>  (Pages 43 - 48)  Head of Strategy and Partnerships</p>	<p>To consider recommendations of the Grants Assessment Panel in awarding grants to voluntary sector organisations form the Community Forum allocation.</p> <p>(Report attached)</p> <p><b>(No Specific Ward Relevance)</b></p>

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<p><b>7. 'Opt-In' Chargeable Garden Waste Collection - Business Case</b></p> <p>(Pages 49 - 74)</p> <p>Head of Environment</p>	<p>To consider the introduction of a paid for 'opt in' garden waste collection service during 2010/11.</p> <p>(Report attached)</p> <p><b>All Wards</b></p>
<p><b>8. Feckenham Allotments</b></p> <p>(Pages 75 - 78)</p> <p>Head of Environment</p>	<p>To consider a donation to Feckenham Parish Council (Village Green Trust) towards the purchase of allotments and to vire money for this purpose.</p> <p>(Report attached)</p> <p><b>(Astwood Bank &amp; Feckenham Ward)</b></p>
<p><b>9. Fees and Charges 2010/11</b></p> <p>Head of Financial Revenues and Benefit Services</p>	<p>To determine the proposed fees and charges for 2010/11.</p> <p>(Report to follow)</p> <p><b>All Wards</b></p>
<p><b>10. Church Hill District Centre - Redevelopment Update</b></p> <p>Head of Legal, Democratic and Property Services</p>	<p>To seek authority to progress to stage 2 of the scheme of the scheme.</p> <p>(In view of the fact that they contain information relating to the financial or business affairs of organisations (including the authority holding that information), the appendices to this report are not for publication and have been circulated only to relevant Officers and Members of the Council.)</p> <p>(Please refer to report submitted to Council, 7th December 2009)</p>
<p><b>11. Redditch Borough Council Establishment</b></p> <p>(Pages 79 - 82)</p> <p>Head of Financial Revenues and Benefit Services</p>	<p>To consider an up-date on the Council's current establishment and the incidence of vacant posts within individual Direcorates.</p> <p>(Report attached)</p> <p><b>(No Direct Ward Relevance)</b></p>

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<p><b>12. Overview and Scrutiny Committee</b></p> <p>(Pages 83 - 90)</p> <p>Chief Executive</p>	<p>To receive the minutes of the meeting of the Overview and Scrutiny Committee held on 4th November 2009.</p> <p>The recommendations contained within the report have already been considered by the Executive Committee.</p> <p>(Minutes attached)</p>
<p><b>13. Minutes / Referrals - Overview and Scrutiny Committee, Executive Panels, Neighbourhood Groups etc.</b></p> <p>Chief Executive</p>	<p>To receive and consider any outstanding minutes or referrals from the Overview and Scrutiny Committee, Executive Panels, Neighbourhood Groups, etc. since the last meeting of the Executive Committee, other than as detailed in the items above.</p>
<p><b>14. Advisory Panels - update report</b></p> <p>(Pages 91 - 94)</p> <p>Chief Executive</p>	<p>To consider, for monitoring / management purposes, an update on the work of the Executive Committee's Advisory Panels and similar bodies, which report via the Executive Committee.</p> <p>(Report attached)</p>
<p><b>15. Action Monitoring</b></p> <p>(Pages 95 - 98)</p> <p>Chief Executive</p>	<p>To consider an update on the actions arising from previous meetings of the Committee.</p> <p>(Report attached)</p>
<p><b>16. Exclusion of the Public</b></p>	<p>It may be necessary, in the opinion of the Chief Executive, to consider excluding the public from the meeting in relation to the following items of business on the grounds that exempt information is likely to be divulged. It may be necessary, therefore, to move the following resolution:</p> <p><b>“that, under S.100 I of the Local Government Act 1972, as amended by the Local Government (Access to Information) (Variation) Order 2006, the public be excluded from the meeting for the following matter(s) on the grounds that it/they involve(s) the likely disclosure of exempt information as defined in the relevant paragraphs (to be specified) of Part 1 of Schedule 12 (A) of the said Act, as amended.”</b></p> <p><b>Item 17 – Options for future delivery of the Community Centre Service</b></p>

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<p><b>17. Community Centre Service - Options for Future Delivery</b></p> <p>(Pages 99 - 108)</p> <p>Head of Leisure and Arts</p>	<p>To provide Members with a series of options for the delivery of the Community Centre Service to identify the best way of maximising use of property, people, working with the Third Sector and engaging with the community.</p> <p>(Report attached)</p> <p><b>(Various Wards)</b></p>
<p><b>18. Confidential Minutes / Referrals (if any)</b></p>	<p>To consider confidential matters not dealt with earlier in the evening and not separately listed below (if any).</p>





## Executive Committee

18th November 2009

### MINUTES

#### Present:

Councillor M Braley (Vice-Chair in the Chair) and  
Councillors P Anderson, J Brunner, B Clayton, W Hartnett, N Hicks and  
M Shurmer

#### Also Present:

Councillor D Hunt and M Collins (Standards Committee)

#### Officers:

E Baker, C Flanagan, H Halls, S Hanley, T Kristunas, G Revans,  
Jackie Smith, Jane Smith, J Staniland, D Taylor, A Williams

#### Committee Services Officer:

D Sunman

#### 168. APOLOGIES

Apologies for absence were received on behalf of  
Councillors Gandy and MacMillan.

#### 169. DECLARATIONS OF INTEREST

There were no declarations of interest.

#### 170. LEADER'S ANNOUNCEMENTS

The Chair advised that the following item of business, scheduled on  
the Forward Plan to be dealt with at this meeting, had been  
rescheduled to a later meeting:

- Private Sector Home Support Service

The Chair also advised that he had accepted the following matters  
as Urgent Business:

- Item 6 - Community Management and Ownership of Assets –  
Proposed Policy and Procedure;

.....  
Chair

- Item 9 - Benefits Improvement Plan – Quarterly Monitoring – July – September 2009;
- Item 12 - Churchill District Centre – Redevelopment Update; and
- Item 20 - Core Strategy Development Plan Document – Development Options – Joint Consultation with Bromsgrove District Council.

(Not meeting the publication deadline.)

**171. MINUTES**

**RESOLVED that**

**the minutes of the meetings of the Committee held on 7th and 28th October 2009 be confirmed as a correct record and signed by the Chair.**

**172. CHARGEABLE WASTE COLLECTION - BUSINESS CASE**

Members considered a report that sought approval for the introduction of a paid for 'opt in' garden waste collection service in a pilot area from March 2010 and, if successful, rolled out across the Borough in 2011/12.

Officers reported that the Joint Municipal Waste Management Strategy (JMWMS) 2009 had set a target of 43% recycling / composting by 2014. The Council, as a signatory to the JMWMS 2009, had committed to increase its recycling /composting rate (NI 192) to help to achieve this target and would also impact on the impact of Climate Change (NI 185).

Members expressed their concerns that all options for the disposal of garden waste had not been investigated. An amendment to the Officers' recommendation to continue the existing policy of the use of grey bins and orange sacks in the pilot area was not approved.

**RESOLVED that**

- 1) the report be noted; and**
- 2) a further report be prepared for a future meeting of the Committee.**

**173. COMMUNITY MANAGEMENT AND OWNERSHIP OF ASSETS - PROPOSED POLICY AND PROCEDURE**

Members considered a report regarding the adoption of a Policy and Procedure on Community Management and Ownership of Assets, which would provide a consistent approach across Worcestershire.

Members suggested that the voluntary sector in Redditch should be consulted on the policy and procedures before a decision could be made.

An earlier amendment to the Officers' recommendations to delete recommendation 1 as set out in the report was not approved.

**RESOLVED that**

- 1) **the report be noted; and**
- 2) **the voluntary sector in Redditch be consulted on the proposed policy and procedures.**

**174. QUARTERLY PERFORMANCE MONITORING - QUARTER 2 - JULY TO SEPTEMBER 2009**

The Committee received a report that provided information on aspects of the Council's overall performance for Quarter 2 of the 2009/10 financial year. In particular, it showed which performance indicators, when compared to the same quarter last year, were exceeding their target, were not on target or where performance had remained static.

**RESOLVED that**

**the update on key performance indicators for the period April to September 2009 be noted.**

**175. QUARTERLY BUDGET MONITORING - QUARTER 2 - JULY TO SEPTEMBER 2009**

Members considered a report which provided an overview of the budget, including the achievement of approved savings, as at the end of the second quarter of the 2009/10 financial year.

**RESOLVED that**

**the report be noted.**

**176. BENEFITS IMPROVEMENT PLAN - QUARTERLY MONITORING - JULY TO SEPTEMBER 2009**

The Committee received a report on progress against the Benefits Service Improvement Plan during the second quarter of the 2009/10 financial year.

Officers reported that work had been progressed towards meeting the aims of Benefits Service Improvement Plan that had been devised from the recommendations following an Audit Commission inspection. In partnership with the Department of Works and Pensions, the Benefits Services had been looking at overpayment recovery, a Take Up Strategy, improved access to the service and performance management.

Officers were requested to highlight the Inspector's comments regarding Overview and Scrutiny Committee's involvement in overseeing the management of performance. [Appendix 1 (R7a)]

**RESOLVED that**

**the report be noted.**

**177. QUARTERLY MONITORING OF FORMAL COMPLAINTS AND COMPLIMENTS - QUARTER 2, JUNE - SEPTEMBER 2009**

Members considered a report that provided an overview on aspects of the Council's Formal Complaints Procedure for quarter 2 of the 2009/10 financial year.

The report also included compliments recorded during the same period and also details regarding Ombudsman Enquiry response times and outcomes.

**RESOLVED that**

**the update on complaints and compliments for the period July to September 2009 be noted.**

**178. REVENUE AND CAPITAL BIDS 2009/10 TO 2012/13**

The Committee received a report outlining a number of revenue and capital bids for the financial years 2009/10 to 2012/13 for consideration and approval subject to the availability of resources.

Officers reported that based on the assumptions included in the Medium Term Financial Plan, the implications of the 2009/10 approved budget and the unavoidable and high revenue capital

bids, the estimated position for the next three years would be as follows:

	2009/10 £000	2010/11 £'000	2011/12 £'000	2012/13 £'000
<b>GF balances 31st March</b>	2,131.2	1,658.7	924.8	750.0
less forecast use of balances	-31.0	-475.2	-630.4	-244.6
Assume VAT refund not rec'd till 2010/11	-346.0	346.0		
2009/10 approvals	-45.1	-66.1	-99.0	-99.0
<b>Pressures</b>				
Unavoidable and high revenue bids	-50.0	-520.2	-339.1	-338.2
Revenue implications of unavoidable and high capital bids	-0.4	-18.4	-78.4	-120.9
Budget gap			972.2	802.7
<b>Forecast GF balances c/fwd</b>	<b>1,658.7</b>	<b>924.8</b>	<b>750.0</b>	<b>750.0</b>

Members were informed that the Medium Term Financial Plan assumed that there would be no increase in the Formula Grant over the next three years. Other Authorities had assumed that there might be up to 5% reduction in grant which could mean a reduction of up to £322k from 2011/12.

Officers reported that in order to prepare for a potential shortfall in 2011/12 and to minimise the risk of operating within the approved minimum level of revenue balances a basket of savings options and a timetable would be produced for Members' consideration.

### **RECOMMENDED that**

- 1) **the General Fund revenue bid set out in Appendix 1 in respect of the current financial year, if it is determined it should proceed, be approved and funded from General Fund revenue balances;**
- 2) **the General Fund capital bid set out in Appendix 2 in respect of the current financial year, if it is determined it should proceed, be approved and funded from General Fund revenue balances;**

- 3) those of the General Fund revenue bids set out in Appendix 1 for the period 2010/11 to 2012/13 which it is determined should proceed be approved in principle, subject to the availability of resources;
- 4) those of the General Fund capital bids set out in Appendix 2 for the period 2010/11 to 2012/13 which it is determined should proceed be approved in principle, subject to the availability of resources;
- 5) the Housing Revenue Account capital bid set out in Appendix 2 in respect of the current financial year, if it is determined it should proceed, be approved and funded from Housing Revenue Account revenue balances;
- 6) those of the Housing Revenue Account revenue bids set out in Appendix 1 for the period 2010/11 to 2012/13 which it is determined should proceed be approved in principle, subject to the availability of resources; and
- 7) those of the Housing Revenue Account capital bids set out in Appendix 2 for the period 2010/11 to 2012/13 which it is determined should proceed be approved in principle, subject to the availability of resources.

**179. CHURCH HILL CENTRE - REDEVELOPMENT UPDATE**

Members considered a report which gave an update on the progress of the scheme to redevelop the Churchill District Centre and to request additional funding to enable the completion of the market testing process.

Officers reported that a notice had been placed in the Official Journal of the European Union (OJEU) on 12th October 2009 with the requirement that developers who wished to express an interest should complete a Pre Qualification Questionnaire (PQQ) to be returned to the Council by noon on 18th November 2009. Additional marketing had also commenced on 17th October 2009 with the same deadline for the return of the PQQ.

Members were informed that four PQQs had been received and a full report on the suitability of those developers would be presented to Council on 7th December 2009. This report would set out the financial implications of proceeding with the project and would ask whether the Council would want to proceed to the next stage.

**RESOLVED that**

- 1) progress on the scheme be noted; and

**RECOMMENDED that**

- 2) **additional revenue funding of £2,360 be approved to progress the scheme for the year 2009/10 up to and including reporting on the outcomes of the market testing exercise.**

**180. WOODROW LIBRARY PROJECT**

Members considered proposals for the co-location of Woodrow One Stop Shop in Woodrow Library as part of a capital project being proposed by Worcestershire County Council (WCC).

Members were informed that following the creation of a Libraries and Learning Service by WCC in 2008 Woodrow had been identified as a priority area for service delivery, including adult learning. A substantial capital bid of £500,000 to refurbish the library would be submitted by WCC focussing on the benefits of co-location of the One Stop Shop.

Officers reported that in June 2008, as part of the decision to retain local One Stop Shops, an Executive Advisory Panel was set up to look at ways to make local offices more relevant, accessible and better utilised. The Panel was kept informed of progress of the co-location discussions and have supported the project.

Members were informed that the current face to face cashier service provided at the One Stop Shop could not be transferred into the library. However, Officers had investigated the cost and use of payment kiosks and space for housing a kiosk had been included in the refurbishment proposals.

**RESOLVED that**

- 1) **Redditch Borough Council supports in principal the co-location of Woodrow One Stop Shop in Woodrow library;**
- 2) **Officers investigate the feasibility of extending the use of swipe cards as a possible alternative to a payment kiosk and report back to this Committee on their findings before the expenditure requested in paragraph 5 is committed;**
- 3) **the rent currently charged for the library be reviewed, taking into account the extent of the investment proposed to improve a community facility and the implications of the future use of the vacated office space.**

- 4) the outcome of the investigation outlined in paragraph 3 be brought back to Committee for consideration; and

**RECOMMENDED that**

- 5) the capital bid of £17,000 for the installation of a payment kiosk and the revenue bid of £2,500 per year for maintenance be approved.

**181. OVERVIEW AND SCRUTINY COMMITTEE**

**RESOLVED that**

- 1) the minutes of the Overview and Scrutiny Committee held on 14th October 2009 be noted; and
- 2) Asset Maintenance Officers be asked to prioritise the redecoration of the Mayor's Parlour in the Town Hall redecoration programme scheduled to take place in 2010/11.

**182. MINUTES / REFERRALS - OVERVIEW AND SCRUTINY COMMITTEE, EXECUTIVE PANELS, NEIGHBOURHOOD GROUPS ETC.**

There were no minutes or referrals for discussion.

**183. ADVISORY PANELS - UPDATE REPORT**

Members considered the report on the work of the Executive Committee's Advisory Panels and similar bodies.

Members noted that the next meetings of the Economic Advisory and Procurement Advisory Panels had been arranged on the same date as the Licensing Committee.

**RESOLVED that**

**the update report on the work of the Committee's Advisory Panels, etc. be received and noted, subject to the following further updates:**

- 1) a date for the next meeting of the Community Safety Advisory Panel be identified;
- 2) the Economic Advisory and Procurement Advisory Panels on 14th December be rescheduled;



- 3) **a date for the next meeting of the Member Development Steering Group be identified.**

**184. ACTION MONITORING**

Members considered a report on Action Monitoring.

**RESOLVED that**

**the report be noted.**

**185. CORE STRATEGY DEVELOPMENT PLAN DOCUMENT - DEVELOPMENT OPTIONS**

Members considered a report that sought approval for consultation to be carried out jointly by Redditch Borough Council and Bromsgrove District Council on the Core Strategy Development Options, which would outline options for development along the adjacent boundary of both Councils to meet growth needs up to 2026.

**RECOMMENDED that**

- 1) **A six week consultation period from 1st February to 15th March 2010 to be held jointly with Bromsgrove District Council be approved for the purposes of consulting on the Development Options to meet Redditch's growth needs up to 2026.**
- 2) **Authority be delegated to the Acting Development Plans Manager, in consultation with the relevant Portfolio Holder and the Leaders of the political parties to agree the nature and content of the consultation publicity material.**

The Meeting commenced at 7.00 pm  
and closed at 9.50 pm

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Chair



## Executive Committee

No specific Ward

9 December 2009

### TENANT INVOLVEMENT STRATEGY 2009 - 2012

(Report of the Head of Housing and Community Services)

#### 1. Summary of Proposals

The Committee is asked to consider the introduction of the first Redditch Borough Council Tenant Involvement Strategy 2009 – 2012.

This Strategy reflects Redditch Borough Council's commitment to developing effective consultation and involvement methods. By working in partnership with our tenants we aim to deliver quality services that are value for money and reflect the needs of our tenants.

#### 2. Recommendations

The Committee is asked to **RECOMMEND** that

- 1) **The Tenant Involvement Strategy and Action plan are implemented.**

#### 3. Financial, Legal, Policy, Risk and Sustainability Implications

##### Financial

- 3.1 Within existing budgets.

##### Legal

- 3.2 Under Section 111 of the Local Government Act 1972, the Council has the power to do anything (whether or not involving expenditure, borrowing or lending of money or acquisition or disposal of any property or rights) which is calculated to facilitate, or is conducive or incidental, to the discharge of any of its functions.

##### Policy

- 3.3 In line with the existing Redditch Borough Council compact of 2006 (to be reviewed as part of the action plan).
- 3.4 The Corporate Plan was adopted by Council on 20<sup>th</sup> April 2009. This strategy will contribute to the Well Managed Organisation key

objective WM9 to develop and introduce a Communications and Engagement Strategy.

Risk

- 3.5 The exclusion of social tenants to have a say in how council services are delivered would not meet public policy, corporate or service objectives.
- 3.6 The outcome of the tenant's survey has highlighted dissatisfaction with tenant involvement and the risk is not addressing what has been identified.
- 3.7 Poor outcomes from future inspections carried out by the Tenant Services Authority that will focus specifically on tenant involvement.

Sustainability / Environmental

- 3.8 Engagement with our tenants is central to sustainable development. Redditch Borough Council Housing Services has an important part to play in enabling involvement in decision-making, and ensuring that involvement becomes embedded in services.

**Report**

**4. Background**

- 4.1 Tenant Participation has been themed throughout housing services since the mid 1990's in the formation of tenant groups and the Borough Tenants Panel the umbrella group over all local groups.
- 4.2 In 2008 the Head of Housing and Community Services reviewed housing services looking at areas for improvement. It was recognised that the implementation of the Housing and Regeneration Bill emphasised that Tenant participation needed to become more embedded in the day to day tenancy management services. Taking this into consideration the Management structure was revised and teams were developed to focus on improving housing services by involving tenants.
- 4.3 A Tenant Involvement Strategy focus group was set up in September 2009 made up of tenants and Redditch Borough Council Officers to develop a strategy and action plan in partnership.
- 4.4 Redditch Borough Council Housing Services has made a commitment to involving tenants in the decision making process. Good quality tenant involvement is integral to delivering improvements in housing management and services for tenants.

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The Strategy aims to help Council tenants to play an active role and influence decisions about the management of their homes.

## 5. Key Issues

- 5.1 Tenant involvement is considered to be a central element of good service delivery in housing.
- 5.2 A shift in public policy:
- a) Strong and Prosperous Communities.
  - b) Cave review.
  - c) Housing and Regeneration bill.
  - d) Duty to involve.
- 5.3 Results from the tenants status survey produced in 2009 show satisfaction levels for keeping tenants informed and taking account of tenant's views has fallen since 2006.
- 5.4 There are strong links between tenant involvement and the performance of local authorities:
- a) NI 3 – level of civic participation in the local area.
  - b) NI 4 – percentage of people who feel they can influence decisions in their local area.
- 5.5 In partnership with tenants a tenant involvement strategy and Action plan to increase involvement methods and opportunities has been produced (Appendix 1).

## 6. Other Implications

- |                  |   |   |
|------------------|---|---|
| Asset Management | - | None identified.  |
| Community Safety | - | Improved tenant involvement will assist the Council and its partners to develop actions to meet the requirements of section 17 of the Crime and Disorder Act 1998 as amended. |
| Human Resources  | - | None identified.  |
| Social Exclusion | - | Strengthening the way in which the Council involves tenants will have a positive impact on social exclusion.  |

# Executive

## Committee

9 December 2009

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### 7. Lessons Learnt

- 7.1 Through consultation tenant involvement has been identified as key in establishing service user needs and will enable Officers to meet Corporate and Housing Service priorities.

### 8. Background Papers

Creating Strong, Safe and Prosperous Communities; Statutory Guidance, Communities and Local Government 2008.

### 9. Consultation

- 9.1 This report has been prepared in consultation with relevant Borough Council Officers.

- 9.2 Other Consultees were:

- a) Tenant Involvement Strategy Forum.
- b) Elected Members - Housing Advisory Panel.
- c) Borough Tenant Panel Members.
- d) The Redditch Community Forum.

### 10. Author of Report

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### 11. Appendices

Appendix 1 - Tenant Involvement Strategy and Tenant Involvement Action Plan.









**Tenant Involvement Strategy  
Housing Services  
Redditch Borough Council 2009-2012**



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## **Appendices**

### ***Appendix 1 - Tenant Involvement Action plan***

## Foreword

This Strategy for Tenant Involvement has been commissioned by Redditch Borough Council's Housing, Leisure and Customer Services Directorate, to respond to the shift in public policy ensuring greater opportunities for tenants to be involved in shaping service delivery and in decision making.

Our approach is based on the principles of the Government white paper Strong and Prosperous Communities and the Housing and Regeneration Bill. Tenant Involvement is considered to be a central element of good service delivery.

Redditch Borough Council Housing Services are committed to ensuring their tenants get the opportunity to be involved in how services are delivered day to day and will strive to embed this strategy throughout all services that they provide.

Redditch Borough Council officers are working with their tenants to develop this strategy and action plan. Officers have carried out a self assessment against the Audit Commissions Key Lines of Enquiry to analysis current service delivery against an excellent service delivery standard which Housing Services are striving to achieve.

Housing services recognise that their communities are diverse and want to be able to offer a range of opportunities for tenants to get involved at a level that suits them and their lifestyles; we will aim to break down barriers that stop tenants from getting involved or accessing services.

Community Engagement is key to how Redditch Borough Council communicate and consults with its residents. This strategy strongly contributes to one of the Council priorities a well Managed organisation and will help us to achieve greater opportunities for community engagement.

**Brandon Clayton**  
**Portfolio Holder for Housing, Health and the Environment**



## Tenant Involvement Vision

Redditch Borough Council's Tenant Involvement vision as written by our tenants ***“to be interested in what tenants want, caring about what people think and being committed to work together to shape and improve Services for Redditch Borough Council tenants”***

This vision contributes to the Housing and Community Services statement of purpose ***“To provide a 3 star service that gives a consistent high quality service that provides value for money and meets the customer's expectations”***

We know that to achieve this we need to empower and support our tenants to enable them to control their lives and involve them in everything that we do including the decisions that we make and the plans we put in place to develop and improve services.

Tenant Involvement benefits all involved; the individual; the community and the Council. We aim to reach out to tenants allowing and encouraging involvement in a variety of ways and ensuring that meaningful and constructive changes and feedback are provided.



## Introduction

Redditch Borough Council Housing Services provide landlord services to Redditch Borough Council's tenants.

In September 2009 a Tenant Involvement Focus group was set up comprising of housing officers and tenants. Redditch Borough Council believes that in order to reach our aims and objectives our Strategy to involve tenants must be designed and written with tenants.

To help us develop this strategy we have also used best practice and met with other organisations that are currently successfully achieving their aims.

This strategy has taken into account the feedback from the latest national status surveys results 2009, where it highlighted that satisfaction levels for keeping tenants informed and taking account of tenants views has fallen since 2006.

Redditch Borough Council Housing Services are committed in continuously developing and improving the current structure and mechanisms which are in place and will bring about real changes in the services tenants receive.

The strategy for the next 3 years has been developed to set out clearly where we are now, where we want to be and the steps we are going to take in order to reach our goal which is to give every tenant the opportunity to be involved at a level which suits their needs and lifestyles.

The Strategy also supports the Governments commitment in ensuring that citizens and communities are effectively empowered to influence public policies and services as set out in the Government white paper "Strong and Prosperous Communities" and demonstrates our commitment and ability to develop the range and extent of ways Redditch Borough Council tenants can become involved in planning and monitoring service delivery.

The Tenant Services Authority, is the new regulator for affordable housing, they believe housing matters, and that access to good quality housing improves lives. Their goal is to raise the standard of services for tenants.

The National Tenants Voice is an independent body the government has set up to enable social housing tenants to influence key national policy areas. Part of the structure which is currently in development will be a National Tenant Council of tenants which will meet 4 times a year to debate key national issues.

We will aim to encourage our tenants to be actively involved in the National Tenants Voice whether they become part of the National Council of Tenants or undertake consultation. We want to ensure that Redditch Borough Council tenants have their say in how services for them nationally as well as locally continue to improve.



## Background

### Setting the scene

Tenant Participation has been themed throughout housing services since the mid 1990's in the formation of tenant groups. In 1995 Redditch Borough Council launched the Borough Tenants Panel which was set up to be the umbrella group over all local groups. Panel members consist of representatives from local groups which enable information to be filtered back. Local Councillors are co-opted onto the panel and Tenant Participation Officers provide support.

In April 2000 a Tenant Compact was introduced and by 2002 Tenant members doubled.

During 2004 Redditch Borough Council carried out a Stock Options Appraisal, tenant participation increased during this process and the Borough Tenants Panel members were involved in interviewing the independent tenant advisor to carry out the appraisal. Surveys, open days, face to face meetings took place which assisted in the development of a database of people expressing an interest in participating.

The Options appraisal concluded that Redditch Borough Council continued to provide landlord services and involvement has remained stable.

In 2008 the Head of Housing and Community Services reviewed housing services looking at areas for improvement. It was recognised that the implementation of the Housing and Regeneration Bill emphasised that Tenant participation needed to become more embedded in the day to day tenancy management services. Taking this into consideration the Management structure was revised and teams were developed to focus on improving housing services by involving tenants.

The Tenant Involvement Strategy focus group was set up in September 2009 made up of tenants and RBC officers. At the first meeting it was decided to change the name from Tenant Participation to Tenant Involvement as it was felt by our tenants that the next stage for Redditch Borough Council was to encourage involvement not just participation.



Tenant Involvement Focus Group



Tenant Involvement Community Event

## What are our Aims and Objectives?

### Aims:

- To provide a wide range of involvement methods and ensure tenants are at the heart of everything we do
- Understand the profile of our tenants and respond to their needs
- Embed tenant involvement throughout Housing Services and the rest of the organisation to achieve a tenant involvement culture
- Ensure we deliver quality services that are value for money.

### Objectives:

We will consult in a variety of ways on any significant change in the way that Housing Services are delivered.

We will ensure that our staff are trained to encourage and involve tenants.

We will provide training for tenants to develop them in a variety of skills to empower them to be involved in higher level decision making.

We will encourage our tenants to access training and develop their own skills to improve their tenant involvement opportunities and their own lives.

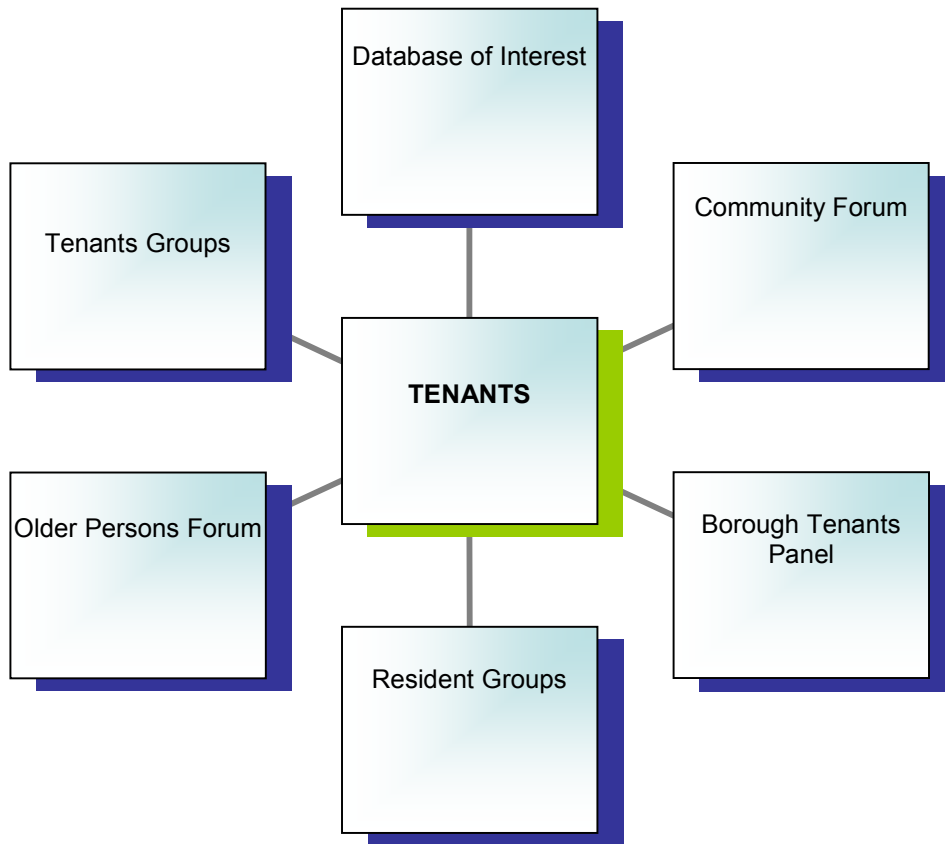
We will continuously review our aims and objectives with our tenants and staff.

### We will ensure our customers are involved in:

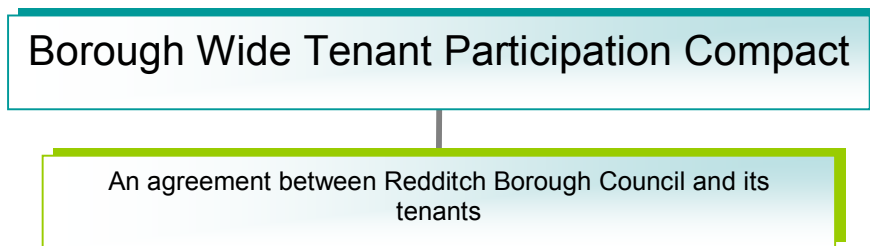
- Developing strategies and plans
- Developing policies, procedures
- Reviewing and introducing new service standards
- Estate enhancement projects
- Monitoring of performance of staff and tenants
- Involved in the interview process for certain jobs within Housing Services
- Helping to organise events held by Tenant Involvement Officers
- The design and clarity of newsletters and produced information
- to continuously feedback information and responses to tenant involvement by you said - we did



## Existing Tenant Participation Methods



## Existing Tenant Agreements





## **Existing Tenant Participation Methods**

### **Borough Tenants Panel**

A panel made up of representatives from local tenants groups across the Borough, elected Members and Tenant Involvement Officers.

### **Tenants Groups**

A constituted group of tenants who focus on issues in their local area.

### **Older Persons Forum**

A special interest group set up to provide views on aspects that specifically affect older people. For example: the Older Persons Strategy.

### **Resident Groups**

An informal group of local residents who focus on their own specific estate or scheme.

### **Community Forum**

A diverse group of residents and tenant representatives who are consulted with for all council related issues and promote all aspects of community services that are available within the borough.

### **Database of Interest**

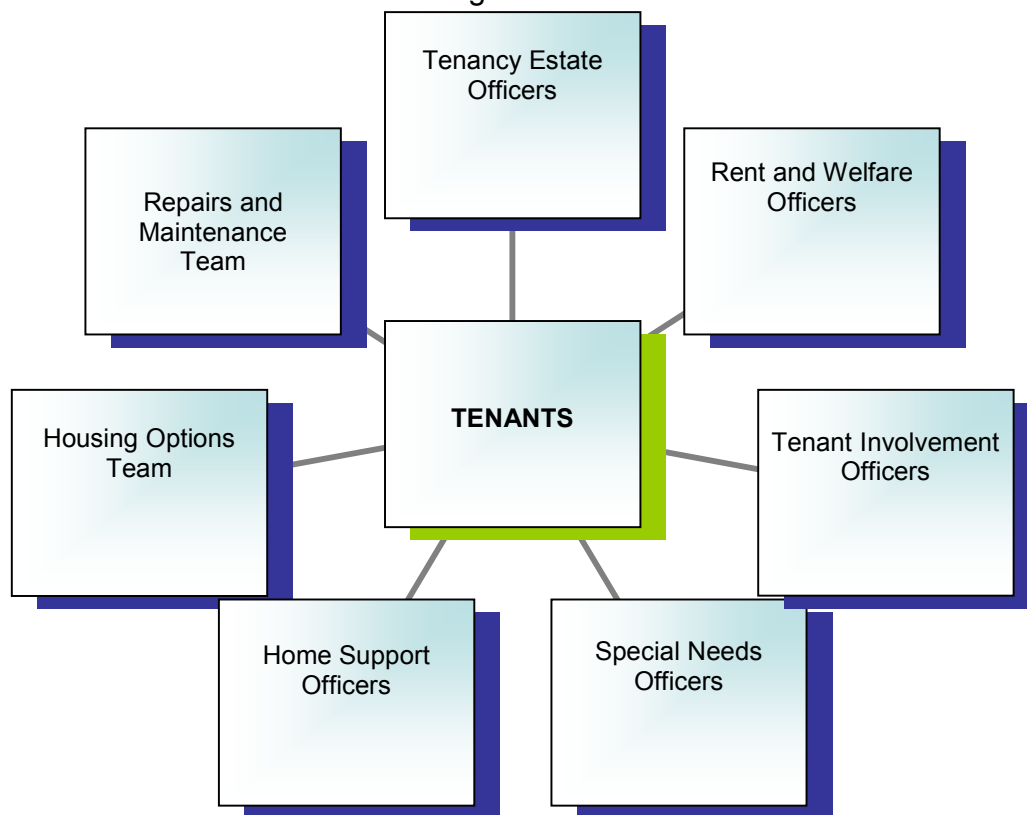
A list of tenants who can be contacted by email, text, telephone, post to give their views on a specific service or receive information regarding RBC. This group of people tell us which topics they are specifically interested in and many become involved in special interest groups, surveys or events.



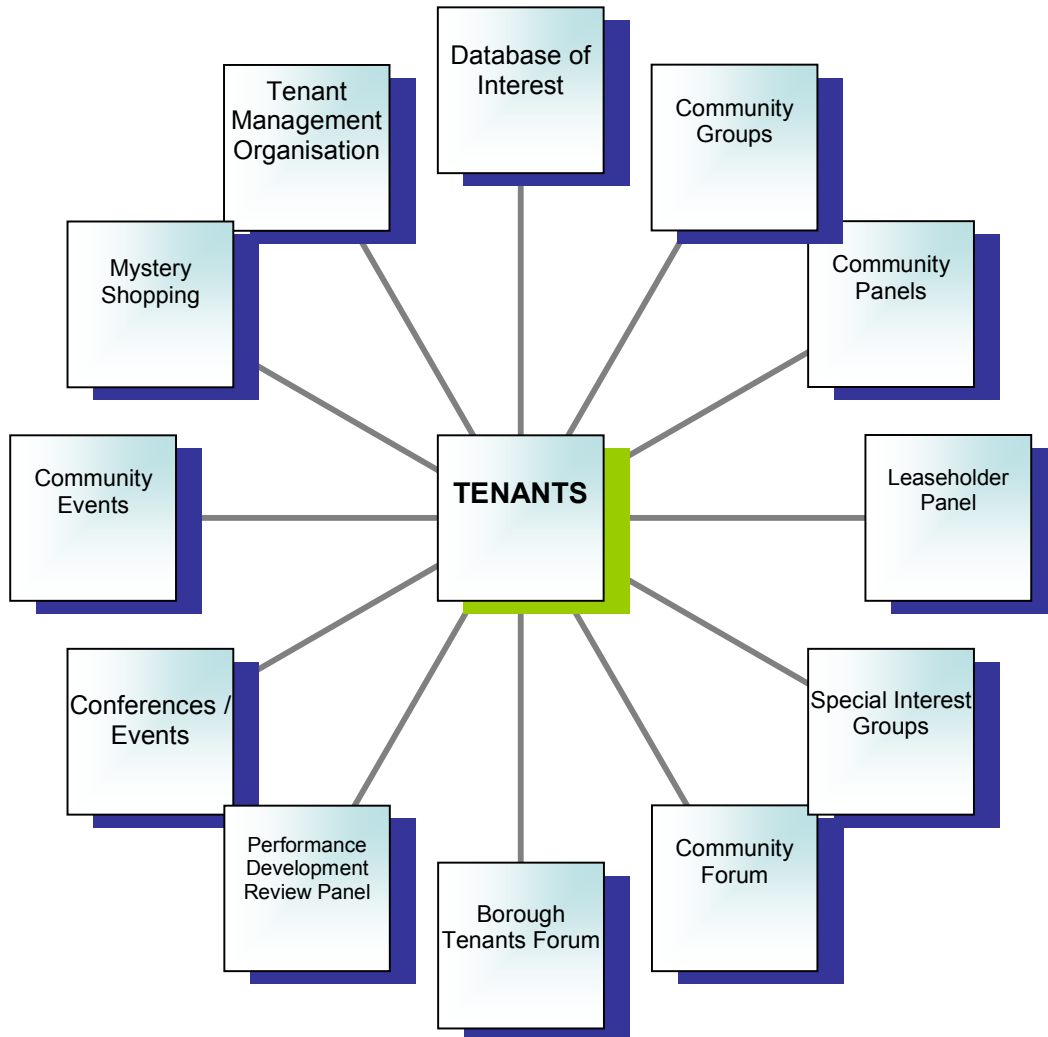
## Where we are now:

We recognise we already have arrangements to enable tenants to participate in the development of housing services, however, we believe to achieve our aims and improve our services we must implement and embed a tenant involvement strategy and action plan.

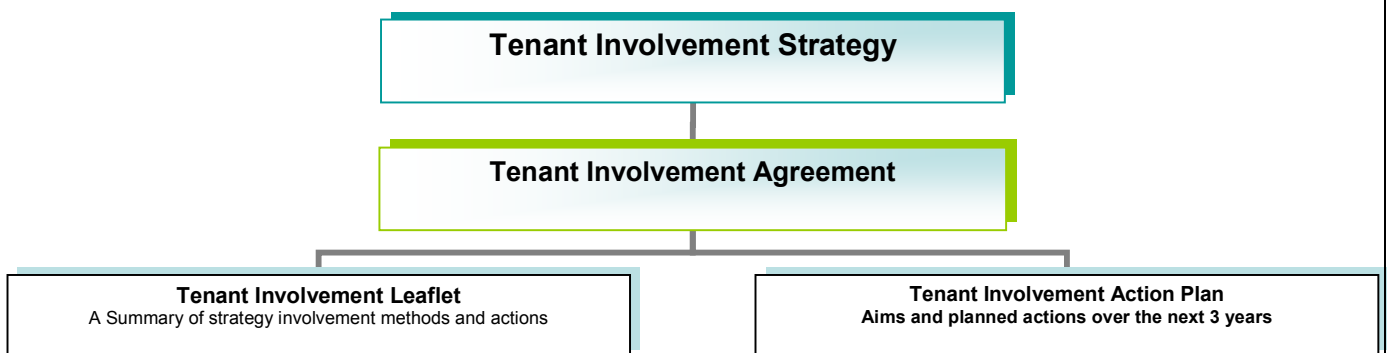
- New Housing Structure implemented during early 2009
- Existing groups meet on a regular basis
- Borough Tenants Panel meet monthly
- Tenant Involvement Officers working with informal groups to become constituted
- All tenants on the original database of interest contacted
- List of group and tenant members currently involved created
- Schedule of Estate walkabouts organised



### Future Tenant Involvement Methods



### Future Tenant Involvement Agreements



## Future Tenant Involvement Methods

### Tenants

**A Tenant is anyone who rents a property from Redditch Borough Council Housing Services. It is vital that Redditch Borough Council Tenants are at the heart of everything we do, the decisions that we make and the plans that we put in place for improving services**

### Database of Interest

A list of tenants who can be contacted by email, text, telephone, post to give their views on a specific service or receive information regarding RBC. This group of people tell us which topics they are specifically interested in and many become involved in special interest groups, surveys or events.

### Community Groups:

An informal group of local residents who focus on their own specific estate or scheme.

### Community Panels:

A formal group of local residents that focus on their own estate, schemes. Estate Tenancy Officers will work with them on estate management issues.

### Leaseholder Panel:

A borough wide panel who deal with issues which specifically affect leaseholders.

### Special Interest Groups:

Tenants and leaseholders from groups, panels and the database of interest coming together to discuss and consult on particular topics. i.e. Older Persons Strategy.

### Community Forum:

A diverse group of residents and tenant representatives who are consulted on for any council related issues (not just housing) and promote all aspects of community services that are available within the borough.

### Borough Tenants Forum:

An umbrella group consisting of representatives from all groups including local Councillors. The Group will focus on strategic aims of involvement and will be consulted on council documents such as policies and procedures where key decisions will be reached. All group activities will be fed back at these meetings.



## Future Tenant Involvement Methods

### Performance Development Review Panel

A panel of members from all groups including Officers and Councillors to review develop and monitor involvement. The panel will also be responsible for monitoring performance and setting local targets for day to day management and be involved in mystery shopping exercises and inspections.

### Conferences/Events

An annual event inviting all tenants and leaseholders. To promote tenants involvement and carry out consultation on topics such as service standards.

### Community Events

Events carried out at a local level to promote tenant involvement or fun days to bring communities together. These events will be encouraged and supported by Tenant Involvement Officers.

### Mystery Shopping Exercises

A mystery shopper is someone who uses our services and tells us what can be improved. This could involve visiting or telephoning services area's. This helps RBC to develop and improve service standards.

### Tenant Management Organisations

A Tenant Management Organisation (TMO) is a means by which council tenants can collectively take on responsibility for managing their homes.

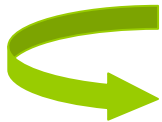
The resident members of the TMO create an independent legal body and usually elect a tenant-led management committee to run the organisation. The TMO can then enter into a legal management agreement (contract) with the landlord. The TMO is paid annual management and maintenance allowances in order to carry out the management duties that are delegated to them.

The services managed by the TMO vary with local circumstances but may include day-to-day repairs, allocations and lettings, tenancy management, cleaning and caretaking.



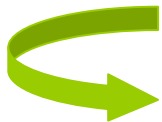
## What we are aiming to do and how? Action planning Summary:

We recognise to achieve our aims and objectives in this Strategy that we have a lot of ground to cover and by examining the Key Lines of Enquiry Framework have identified our gaps and devised the following actions along with how we are planning to take them forward.



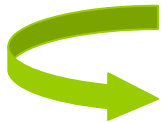
**Action:** Implement the Tenant Involvement Strategy, Action plan and new involvement structure.

**How:** present the draft Strategy to Tenant Groups, Community Forum and Elected Members for approval



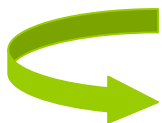
**Action:** Collect views on how tenants want to be involved

**How:** A survey sent to all tenants asking them how they would like to be involved. Encourage responses by offering incentives.



**Action:** Establish an in- depth customer profile

**How:** Officers using existing information to establish a tenant profile database

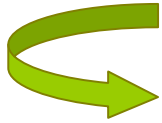


**Action:** Encourage involvement from a more diverse range of tenants

**How:** Be committed to engage with traditionally hard to reach groups and work closely with the Community Forum



## What we are aiming to do and how?



**Action:** Create a Tenant Involvement culture in Housing Services

**How:** Provide training and support for staff, tenants, elected members and groups.



**Action:** Recognise and overcome barriers for tenants becoming involved

**How:** Analyse potential barriers and provide transport, access, child care and translation services



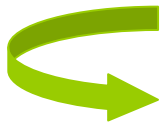
**Action:** Increase the number of tenants involved in the tenant involvement structure

**How:** Create a website specifically for involvement, offer a wide range of involvement methods and carry out promotion events



**Action:** Understand our gaps in service delivery and how to continuously develop and improve

**How:** Benchmark with other social housing providers, research best practice, attend seminars and use KLOE framework

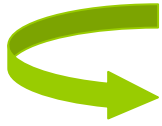


**Action:** Achieve service standards and targets set internally or by Local Area agreements

**How:** Work with Tenants to set service standards and the Redditch Partnership to achieve local area agreement targets

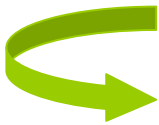


## What we are aiming to do and how?



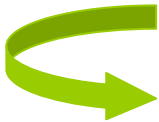
**Action:** Involve tenants in improving and shaping services

**How:** Create specialist forums to focus on specific issues, policies and procedures



**Action:** Involve tenants in deciding on estate enhancement project work

**How:** Carry out Estate walkabouts with RBC officers, tenants, leaseholders and elected members to collect views



**Action:** Introduce new Tenant Agreements in direct consultation with tenants

**How:** Set up a Special interest group to review the existing Borough Wide compact and implement new agreements





## Equality and Diversity

Redditch Borough Council is committed to providing information and services, equally without discrimination to meet the needs of the community it serves. We will develop a profile of our tenants in order to ensure that the opportunities for involvement match our tenant's needs.

We understand and respect the diverse range of qualities which characterise our tenants which include race, religion, culture, nationality, ethnic background, colour, disability, sex, sexuality, age literacy and income levels.

The Tenant Involvement Strategy recognises the differing needs of our tenants in particular those groups that RBC find hard to engage with such as young people, people with disabilities and tenants in full time employment. As part of our action plan a menu of options will be developed for such groups to help overcome barriers for their effective involvement. In addition RBC will also offer the following to overcome such barriers:

- Transport to and from meetings
- Mileage allowance using their own transport
- Various times and venues for meetings
- Translation services
- Venues with disability access arrangements
- Help with child care costs
- Help with carer costs
- Offer incentives
- Design events of interest
- Provide training and support



## Resources to Support Tenant Involvement

- The Housing Team Structure focuses on Tenant Involvement throughout tenancy management services.
- Staff and tenants attend seminars, training events
- Benchmarking with other social housing providers sharing best practice
- Budget to support and promote tenant involvement
- Methods of involvement information and production of information leaflets
- Tenancy and Tenant Involvement officer visits to promote tenant Involvement
- Housing Services Estate inspections with Officers, Tenants, Leaseholders and elected members
- Involvement agreements and compact
- Housing Service Action plans including Housing Options trailblazer
- Database and Performance monitoring
- Housing Services accredited Charter Mark Award standard



Housing Service Team winning Charter Mark Award

## Reviewing the Tenant Involvement Strategy

The Strategy will be subject to continuous monitoring and review to ensure that staff and tenants are meeting the aims within the Strategy and action plans.

The role of the Performance/Development review panel will be to monitor the progress of actions. The Housing Services Manager/Team Leader and an elected representative from Borough Tenants forum will conduct quarterly meetings. The panel will be responsible for ensuring that the appropriate resources are made available to deliver actions and to deal with issues or disputes.

Tenant Involvement Officers will be responsible for ensuring that timely consultation of satisfaction is carried out which will also be reported to and monitored by the Performance/Development Review panel.

Performance and outcomes will be published on the Tenant Involvement website and other publications such as Redditch Matters.

Real outcomes will be established out in the estates on walkabouts, satisfaction levels with Tenant involvement services improving in annual status surveys and external body inspections such as the Tenant Services Authority and mystery shopping exercises which will help us to improve our rating to achieve a **3 star service**.

## Reviewing the existing Borough Wide Tenant Compact

The existing Borough Wide compact agreed in June 2006 is in need of modernisation and a review will take place upon implementation of this strategy. The New Tenant Agreements will be drawn up with the tenants. A Special Interest Group will be established made up from volunteers from the database of interest, existing constituted groups and member of the Community Forum and Borough Tenants Forum.





## APPENDIX 1

## REDDITCH BOROUGH COUNCIL – TENANT INVOLVEMENT ACTION PLAN

***Aim 1: Provide a wide range of involvement methods and ensure tenants are at the heart of everything we do***

<b>Objective</b>	<b>Provide a wide range of involvement methods</b>
<b>Planned actions</b> <b>Financial Year 2010/11</b>	<p>1: Introduce the new involvement structure</p> <ul style="list-style-type: none"> <li>➤ Executive Committee and Full Council approval</li> <li>➤ Continuously review methods of involvement and regularly consult with tenants on how they would like to be involved</li> </ul>
<b>Objective</b>	<b>Improve communication and feedback</b>
<b>Planned actions</b> <b>Financial Year 2010/11</b>	<p>1: Introduce Monitoring of consultations, surveys, events etc</p> <ul style="list-style-type: none"> <li>➤ Produce procedures identifying how each process of involving customers should be managed</li> <li>➤ Keep a record of events and outcomes</li> <li>➤ Give feedback following outcomes</li> </ul> <p>2: Extend current methods of communication::</p> <ul style="list-style-type: none"> <li>➤ Advertise Tenant Involvement and Events in Redditch Matters</li> <li>➤ Update the Tenant Involvement website</li> <li>➤ Produce Information leaflets and newsletters</li> </ul> <p>3: Carry out a consultation with tenants to establish how they would like to be communicated with and receive feedback:</p> <ul style="list-style-type: none"> <li>➤ Produce a menu of options of communication and feedback methods</li> <li>➤ Introduce Text messaging to keep tenants informed of events etc</li> <li>➤ Consider using Face book for young people</li> </ul> <p>4: Produce a calendar of events, meetings, consultation, reviews, updates, changes to policies, strategies etc</p> <ul style="list-style-type: none"> <li>➤ Create schedules</li> <li>➤ Create work plans</li> <li>➤ Place the calendar on website</li> </ul>
<b>Objective</b>	<b>Increase tenants awareness of tenant involvement and how to become involved</b>
<b>Planned actions</b> <b>Financial Year 2010/11</b>	<p>Promote methods of involvement</p> <ul style="list-style-type: none"> <li>➤ Annual events and individual area events</li> <li>➤ Produce power point presentation for OSS display</li> <li>➤ Update information leaflets and posters and display in public buildings</li> <li>➤ Produce promotion material to use in the Town Centre billboards</li> <li>➤ Create a Tenant Involvement website</li> <li>➤ Provide information at new tenant sign up's and first visits</li> <li>➤ Carry out conferences and open days</li> <li>➤ Send out literature on tenant involvement opportunities with quarterly rent statements</li> </ul>



## APPENDIX 1

## REDDITCH BOROUGH COUNCIL – TENANT INVOLVEMENT ACTION PLAN

<b>Objective</b>	<b>Continued.....</b>
	<ul style="list-style-type: none"> <li>➤ Carry out presentations to local community groups</li> <li>➤ Meet with Sure Start and be involved with young parent groups</li> <li>➤ Meet with partners and other public bodies</li> </ul>
<b>Objective</b>	<b>Ensure our performance is reflective of tenants views and evaluate the impact of involvement</b>
<b>Planned actions</b> <b>Financial Year 2011/12</b>	<p>1: Introduce performance targets</p> <ul style="list-style-type: none"> <li>➤ Measured outcome based</li> <li>➤ Feedback surveys to monitor satisfaction before and after tenant involvement</li> <li>➤ Introduce a Performance Monitoring board of tenants</li> <li>➤ Use tenants as mystery shoppers</li> <li>➤ Recording of comments and compliments by service area</li> <li>➤ Review service standards</li> </ul> <p>2: Produce a monitoring spreadsheet of projects ongoing or taking place and raise the profile of tenant involvement.</p> <ul style="list-style-type: none"> <li>➤ Promote good outcomes in Redditch matters and other local publications</li> <li>➤ Produce exit surveys to measure satisfaction levels</li> <li>➤ Tenant Involvement officers to produce a display board of outcomes to take to new and existing groups to promote good work and the benefits of involvement</li> <li>➤ Set up a folder of photographs to display at promotion events</li> </ul> <p>3: Carry out the tenant status survey</p> <ul style="list-style-type: none"> <li>➤ To evaluate satisfaction levels</li> </ul>
<b>Objective</b>	<b>Improve satisfaction rates for keeping tenants informed and taking account of tenants views</b>
<b>Planned actions</b> <b>Financial Year 2011/12</b>	<p>Improve satisfaction levels for Tenant Involvement</p> <ul style="list-style-type: none"> <li>➤ Take into account recommendations made by National Housing Federations feedback service</li> </ul>



## APPENDIX 1

## REDDITCH BOROUGH COUNCIL – TENANT INVOLVEMENT ACTION PLAN

***Aim 2: Understand the profile of our tenants and respond to their needs***

<b>Objective</b>	<b>Produce a tenant profile database</b>
<b>Planned actions</b> <b>Financial Year 2010/11</b>	<p>1: Collate all current information and hold a central database</p> <ul style="list-style-type: none"> <li>➤ Record ethnicity, age and sex</li> <li>➤ Record vulnerabilities such as learning difficulties</li> <li>➤ Record culture and/or sexual orientation if appropriate</li> <li>➤ Evaluate by questionnaire preferred methods of involvement</li> </ul> <p>2: Analysis data gaps</p> <ul style="list-style-type: none"> <li>➤ Carry out further questionnaires</li> </ul> <p>3. Introduce data collection at new tenancy sign-ups</p> <ul style="list-style-type: none"> <li>➤ Collect new tenant data at all sign-ups</li> </ul>
<b>Objective</b>	<b>Engage with traditionally hard to reach groups</b>
<b>Planned actions</b> <b>Financial Year 2010/11</b>	<p>1: Produce a data base of all local community groups</p> <ul style="list-style-type: none"> <li>➤ Work closely with the Redditch community forum</li> </ul> <p>2: Work with partners to engage with community groups</p> <ul style="list-style-type: none"> <li>➤ Sure Start, Youth Centre, PCT, other landlords, Job Centre Plus, Social services, internal departments</li> </ul>
<b>Objective</b>	<b>Carry out impact assessments to ensure we are meeting the needs of diverse communities</b>
<b>Planned actions</b> <b>Financial Year 2010/11</b>	<p>Carry out Impact assessments out on projects, policies, procedures, strategies</p> <ul style="list-style-type: none"> <li>➤ Equality and diversity impact assessments</li> <li>➤ Trial new services, policies or procedures to ensure they appropriate to needs</li> </ul>
<b>Objective</b>	<b>Break down the barriers for those tenants who find it difficult to get involved</b>
<b>Planned actions</b> <b>Financial Year 2011/12</b>	<p>1: Analysis reasons and find solutions</p> <ul style="list-style-type: none"> <li>➤ Work with specific groups to find solutions</li> </ul>
<b>Objective</b>	<b>Ensure the sustainability of tenant involvement</b>
<b>Planned actions</b> <b>Financial Year 2011/12</b>	<p>1: Provide Tenant Involvement support</p> <ul style="list-style-type: none"> <li>➤ Tenant Involvement Officers to attend group meetings</li> <li>➤ Organise events to promote outcomes from group projects</li> <li>➤ Provide feedback to other groups</li> <li>➤ Use local press to advertise positive outcomes</li> </ul> <p>2: Encourage tenants to be involved in other activities</p> <ul style="list-style-type: none"> <li>➤ To become part of formal panels and groups or mystery shopping events</li> <li>➤ Take part in other local area events</li> <li>➤ Tenants to mentor other tenants</li> </ul>



## APPENDIX 1

## REDDITCH BOROUGH COUNCIL – TENANT INVOLVEMENT ACTION PLAN

***Aim 3: Embed tenant involvement throughout Housing Services and the rest of the organisation to achieve a tenant involvement culture***

Objective	Embed Tenant involvement
<b>Planned actions</b>  <b>Financial Year 2010/11</b>	1: Raise awareness with all Housing Staff <ul style="list-style-type: none"> <li>➤ Promote tenant involvement benefits to staff</li> <li>➤ Opportunities for all housing staff to be involved in tenant events or projects</li> <li>➤ Provide training for staff along with tenants</li> <li>➤ Encourage staff to work alongside tenants to achieve their aims.</li> </ul> 2: Raise the profile of tenant involvement with elected Members <ul style="list-style-type: none"> <li>➤ Present Tenant Involvement Strategy to Housing Advisory Panel and Executive Committee</li> <li>➤ Provide awareness training to members</li> </ul>
Objective	Encourage tenant involvement with corporate and national objectives to improve services
<b>Planned actions</b>  <b>Financial Year 2011/12</b>	1: Work with other departments to achieve corporate key objective W9 to develop and introduce a communications and engagement strategy <ul style="list-style-type: none"> <li>➤ The rest of the organisation learning from Tenant involvement with housing services</li> <li>➤ Tenants involved in the development of an organisation wide involvement strategy</li> </ul> 2: Keep up to date with the work of the National Tenant Voice and Tenants Services authority <ul style="list-style-type: none"> <li>➤ Actively encourage tenant groups to be involved at tenant panels, groups and forums</li> <li>➤ Promote NTV and TSA in our own literature</li> </ul> 3: Raise tenant awareness of the Sustainable Community Strategy aims and objectives <ul style="list-style-type: none"> <li>➤ Tenants encouraged to be involved in wider council objectives</li> </ul>
Objective	Empower tenants to be involved with decision making and contributing to the production of strategies, policies and procedures
<b>Planned actions</b>  <b>Financial Year 2011/12</b>	1: Produce job specifications for specific functions and encourage active tenant members to take lead <ul style="list-style-type: none"> <li>➤ Recognise existing skills</li> </ul> 2: Introduce a Tenant training programme <ul style="list-style-type: none"> <li>➤ Identify external training available</li> <li>➤ Provide an internal training package</li> </ul> 3. Encourage Chairs, Secretaries and treasurers to mentor other tenants <ul style="list-style-type: none"> <li>➤ To assist with setting up of new groups</li> <li>➤ To help promote the benefits of tenant involvement</li> </ul>





## APPENDIX 1

## REDDITCH BOROUGH COUNCIL – TENANT INVOLVEMENT ACTION PLAN

***Aim 4: Ensure Redditch Borough Council Housing Services delivers quality services that are value for money***

<b>Objective</b>	<b>Evaluate the cost of activities</b>
<b>Planned actions</b> <b>Financial Year 2010/11</b>	<p>1: Carry out impact assessments to evaluate the true costs of activities</p> <ul style="list-style-type: none"> <li>➤ On Consultation exercises</li> <li>➤ Annual events and conferences</li> <li>➤ Documentation and publicity</li> </ul> <p>2: Carry out benchmarking with peers</p> <ul style="list-style-type: none"> <li>➤ Compare costs with other organisations carrying out same/similar functions</li> </ul>
<b>Objective</b>	<b>Publicise costs</b>
<b>Planned actions</b> <b>Financial Year 2011/12</b>	<p>Costs to be published annually</p> <ul style="list-style-type: none"> <li>➤ Local press/Redditch Matters</li> <li>➤ On website</li> <li>➤ With Rent statements</li> </ul>
<b>Objective</b>	<b>Explore cheaper alternatives for service provision and follow best practice idea's</b>
<b>Planned actions</b> <b>Financial Year 2011/12</b>	<p>Use positive practice examples</p> <ul style="list-style-type: none"> <li>➤ Bench mark with other organisations</li> <li>➤ Visit good performing organisations and share idea's</li> <li>➤ tenants to lead on projects such as litter pick days</li> <li>➤ free services such as the scrap man</li> <li>➤ Working with voluntary sector groups such as Probation service</li> </ul>
<b>Objective</b>	<b>Involving tenants with budget setting and financial expenditure</b>
<b>Planned actions</b> <b>Financial Year 2011/12</b>	<p>Special interest group created to look at Housing budgets and expenditure</p> <ul style="list-style-type: none"> <li>➤ Provide training on HRA subsidy and how it can be spent</li> <li>➤ Tenants being part of the decision making for the split of constituted group budgets</li> <li>➤ Tenants to be involved in deciding how allocated budgets can be spent on capital programmed work</li> </ul>
<b>Objective</b>	<b>Procurement of Housing Fly-tipping Waste service provider</b>
<b>Planned actions</b> <b>Financial Year 2011/12</b>	<p>Carry out a procurement exercise on fly-tipping contract</p> <ul style="list-style-type: none"> <li>➤ Involve tenants in procurement exercise</li> </ul>
<b>Objective</b>	<b>Evaluate service charge costs</b>
<b>Planned actions</b> <b>Financial Year 2011/12</b>	<p>Working with leaseholders evaluate value for money of service charge costs</p> <ul style="list-style-type: none"> <li>➤ Special interest group to work with property services looking at annual service charges</li> </ul>





## Executive Committee

No Ward Relevance

9th December 2009

### VOLUNTARY SECTOR GRANT APPLICATIONS 2009/10

(Report of the Head of Strategy & Partnerships)

#### 1. Summary of Proposals

The committee is asked to consider approving the recommendations of the Grants Assessment Panel in awarding grants to voluntary sector organisations applied for through the Community Forum utilising the funding available following the closure of Redditch Inter-Cultural Association (RICA, formerly known as MECA) for 2009/2010.

The Council is asked to recommend the budget for grants to voluntary sector organisations for 2010/2011 and enhance the role of the Grant Support Officer to provide a strategic focus and assist in completing the Shopping element of the Council's Policy

#### 2. Recommendations

The Committee is asked to **RECOMMEND** that:

- 1) **the budget for grants to voluntary sector organisations for 2010/11 is set at £244,800;**
- 2) **the Grants Support Officer post role be enhanced to a full time post to provide support and strategic focus on the voluntary sector**

and **RESOLVE** that

- 1) **grants be awarded to voluntary sector organisations as detailed in paragraphs 5.4 of this report, and**
- 2) **delegated authority be given to the Head of Strategy & Partnerships to withdraw grant funding to Rainbow Redditch should the full funding not be obtained to complete the project.**
- 3) **the 'core funded' organisations are requested to complete a grant application for 2010/11 at a level not exceeding their current grant funding level.**

# Executive

## Committee

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### 3. **Financial, Legal, Policy, Risk and Sustainability Implications**

#### Financial

- 3.1 The budget for grants to voluntary organisations for 2009/10 is £244,800. Following the closure of RICA £15,000 remains in this budget.
- 3.2 Council agreed a budget of £20,000 for a Grant Support Officer on the 27 July 2009.
- 3.3 A grant of £20,000 has been secured from Worcestershire County Council

#### Legal

- 3.4 Under Section 137 of the Local Government Act 1972, the Council has the power to incur expenditure which in its opinion is in the interest of and will bring direct benefit to its area or any part of it or all or some of its inhabitants. The direct benefit accruing must also be commensurate with the expenditure to be incurred.
- 3.5 There is a further power to make grants to voluntary organisations providing recreational facilities under Section 19 of the Local Government (Miscellaneous Provisions) Act 1976.

#### Policy

- 3.6 The grants process was undertaken inline with the Council's current grants policy.

#### Risk

- 3.7 There is a risk that the Council will be criticised for failing to support certain projects or organisations.

#### Sustainability / Environmental

- 3.8 None specifically relating to this report

#### **Report**

### 4. **Background**

- 4.1 The total grant funding available to voluntary organisations for 2009/10 is £244,800.

# Executive Committee

9th December 2009

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- 4.2 On the 28th January 2008, Council resolved support to four core-funded organisations and donations for two infrastructure organisations amounting to £187,500 for 2009/10.
- 4.3 The donation to RICA of £15,000 was not paid for 2009/10 due to the organisation ceasing to operate.
- 4.4 The Grants Panel at its meeting of the 8 June 2009 agreed that the £15,000 unallocated budget be available for grant applications provided through the Community Forum for diversity celebration projects.
- 4.5 The Grants Assessment Panel met on the 17<sup>th</sup> September 2009 to assess the applications.
- 4.6 Council agreed a budget of £20,000 on the 27 July 2009 for a Grants Support Officer to provide administrative support to the grants process and grants panel.

## 5. Key Issues

- 5.1 A total of 9 applications were received requesting a total of £16,742. This was £1,672 more than the funds available for allocation.
- 5.2 Applications were screened to ensure that:
- a) The applicant organisation had provided:
    - i) Clear evidence of operating within the Voluntary and Community Sector;
    - ii) Information that matched Companies House/Charity Commission records (where applicable);
    - iii) Confirmation of a bank/building society account in organisation's name;
    - v) Confirmation that at least two unrelated signatures are required for withdrawal of money.
  - b) The proposed project:
    - i) Was a new project not previously funded by RBC;
    - ii) Was not for the purpose of political or religious activity;
    - iii) Was not to cover core costs;
    - iv) Could not be funded out of organisational reserves or other resources;
    - v) Would be delivered during 2009/10 (Project Grants only);
    - vi) Would operate in Redditch Borough on behalf of Borough residents;
    - vii) Had a strong link to one of the six application themes;
    - viii) Had clear objectives.

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- 5.3 The application for I – Camp was removed at this stage as the Grants Panel considered that this application did not meet the above criteria as its primary role was for religious activity.
- 5.4 The grants panel considered each of the remaining eight applications and recommend that grants are awarded to the following organisations:

<b>Organisation</b>	<b>Amount Requested</b>	<b>Details of Project</b>
Redditch Chinese Association	£2,000	To support the Chinese New Year Celebration in February 2010
Sandycroft Wellbeing Centre	£1,742	To support the development of a nutrition awareness program which is tailored towards the diets of the BME community
Polish Community	£2,000	To teach Polish children to learn Polish dancing , enabling them to perform and bring the generations and cultures together
West Indian Society	£2,000	Provision of luncheon club, social activities, exercise and health living for people over the age of 50, primarily of African and Caribbean descent.
<i>Caribbean Roots</i>	<i>£2,000</i>	<i>To enhance the Celebration of Black History Month celebrations</i>
Rainbow Redditch	£1,000	To hold a Mardi Gras event for LGBT history month in February 2010
Romani Roots	£2,000	The grant would support the launch of the POD. The POD is an interactive computer pod which will have details of local history, local communities/groups/organisations, and individuals of note within the community in the past and present.
British Asian Women's Group	£2,000	To provide local women with an arena to experience aspects of the British way of life and promote values such as good health and cultural education.

- 5.5 The Grants Panel recommended that the application from Rainbow Redditch be approved but held until confirmation from Rainbow Redditch on their grant application to Worcestershire County Council is approved and confirmation that the event would proceed.

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- 5.6 The application for Caribbean Roots Connection was agreed at the Executive Committee on the 7 October 2009.
- 5.7 If the recommendations contained in paragraphs 5.4 above are supported, this will represent a total allocation of £14,742, with an unallocated budget of £258.

### **2010/2011 Grants**

- 5.8 The Council is not in a position to undertake the Shopping element of the Councils Funding of the Voluntary Sector policy, the Grants Panel has recommended that the 'Core Funded' organisations be advised to submit a grant application in accordance with the Giving element of the policy at a level not above their current funding.
- 5.9 These applications will then be subject to Executive Committee approval.

### **6. Other Implications**

- |                  |   |   |
|------------------|---|---|
| Asset Management | - | None Identified   |
| Community Safety | - | Communities that are safe and feel safe' is one of the themes in determining grant allocations for 2009/10. |
| Human Resources  | - | There are no Human Resources issues if Members agree to the proposed grant allocations.                     |
| Social Exclusion | - | None Identified   |

### **7. Lessons Learnt**

None

### **8. Background Papers**

Grant application forms received.

### **9. Consultation**

This report has been prepared in consultation with relevant Borough Council Officers

### **10. Author of Report**

# **Executive**

## Committee

9th December 2009

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The author of this report is Matthew Bough, Housing Policy & LSP Manager, who can be contacted on extension 3120 (e-mail: [matthew.bough@redditchbc.gov.uk](mailto:matthew.bough@redditchbc.gov.uk)) for more information.



## Executive Committee

No Direct Ward Relevance

9th December 2009

### 'OPT-IN' CHARGEABLE GARDEN WASTE COLLECTION – BUSINESS CASE

(Report of the Head of Environment and Head of Operations)

#### 1. Summary of Proposals

The Joint Municipal Waste Management Strategy (JMWMS) 2009 sets the Partnership a target of 43% recycling/composting by 2014. As a signatory to the JMWMS 2009, Redditch Borough Council has committed to play its part and increase its recycling/composting rate (NI 192) to help achieve this. This report requests Members approval to introduce a paid for 'opt in' garden waste collection service during 2010/11.

#### 2. Recommendations

The Committee is asked to **RECOMMEND** that:

- 1) the Council introduces a pilot chargeable 'opt-in' garden waste collection service in targeted areas of the Borough during the first half of 2010;
- 2) depending on the outcomes and evaluation of the pilot, including financial implications, the effect on performance, publicity requirements, administration and environmental and operational impacts, the service be rolled out across the Borough during 2011/12;
- 3) the pilot be carried out in the areas identified in the business case and that any additions or amendments to this area be delegated to the Head of Environment in Consultation with the Leader and the Portfolio Holder for Housing, Local Environment and Health;
- 4) the service standard for the collection of garden waste (Appendix B) be adopted, subject to any changes recommended by the Committee;
- 5) the preferred option for the service, selected from the three detailed in the Business Case at Appendix A, be agreed;

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- 6) **an initial one off set up charge to cover the cost of a bin be passed onto customers, including those in the pilot area, OR bins be provided free of charge;**
  - 7) **that the Council's current collection policy relating to garden waste in grey bins is amended to coincide with the start of the new service to prevent garden waste being placed in grey bins in the pilot area;**
  - 8) **that the Council's current collection policy relating to the sale of orange sacks continues unaffected in the pilot areas but that residents purchasing orange sacks who live in the pilot areas will be provided with information about the new service, home composting and what happens to waste disposed of in orange sacks;**
  - 9) **that revisions to the orange sack policy are further considered as part of the evaluation of the pilot and the update report to Members;**

### RESOLVE that

- 10) **an update report on the pilot service and recommendations for the roll out or cessation of the service be brought back to a future meeting of this Committee during 2010/11.**

### 3. Financial, Legal, Policy, Risk and Sustainability Implications

#### Financial

- 3.1 The introduction of a pilot service will enable the Council to establish realistic customer take up and level of service charge. It is intended that the collection of garden waste would be self funding and costs to run the service would be recovered via the charge to customers taking up the service. However, full cost recovery may not be possible during the first year of the service and this is subject to Member decision on options included in Appendix A.
- 3.2 Customers could also be charged a one off cost to help to cover initial setting up costs and this is subject to Member decision.

#### Legal

- 3.3 The Council has a duty to collect household waste but may make a charge for the collection of garden waste.

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- 3.4 Under the Waste and Emissions and Trading (WET) Act 2003 Local Authorities are required to meet stringent targets set by the Landfill Directive. Under the Landfill Allowance Trading Scheme (LATS) allowances have been allocated to waste disposal authorities (WCC) that set limits for the amount of biodegradable waste sent to landfill. There will be severe penalties (currently set at £150 per tonne) for exceeding the allocation.

### Policy

- 3.5 The revised Joint Municipal Waste Management Strategy (JMWMS) which was brought to the Executive Committee for approval on 7th October 2009, supports the introduction of chargeable garden waste collections to improve performance on NI 192, % of household waste recycled/composted.

### Risk

- 3.6 There is a risk that there would not be enough customer interest to make the service viable and the Business Case includes a number of options based on variable levels of customer take up. Consequently there is a risk that costs would not be recovered of providing the service to the pilot area during 2010/11.
- 3.7 A pilot scheme will enable the council to assess the levels of customer take up and consequently costs incurred in running the service and is a way of mitigating the risk. Customers who come forward in the pilot area will be informed that the service may be withdrawn after the first year.
- 3.8 There is a risk that if the Council does not commence a garden waste collection, performance in relation to NI 192 will drop significantly in comparison to both neighbouring authorities and the national trend, this would influence future Comprehensive Area Assessment outcomes and the Council's direction of travel.
- 3.9 The Council has to reduce carbon emissions from its operations (NI 185). The introduction of a garden waste collection service will increase carbon emissions and there is a risk that it will be more difficult for the council to reach its reduction targets.
- 3.10 There is a risk that if changes to waste collection policies are not made – i.e. banning garden waste from grey bins and sale of orange sacks – levels of take up could be affected.

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Sustainability / Environmental

- 3.11 The revised Joint Municipal Waste Management Strategy is founded on the principles of sustainability and Climate Change is recognised as a key issue in the future delivery of waste services. The removal of organic material from landfill, and the subsequent reduction in the production of methane, a potent Greenhouse Gas, is a key aim of both the national and our local waste strategies. More detailed considerations are included in the Business Case at appendix A.
- 3.12 As part of the overall sustainability of this new service, consideration has to be made of the positive economic effects of creating employment opportunities and support of a local business where the garden waste would be taken for processing.
- 3.13 Social benefits are that some residents wish to receive this service and it promotes positive environmental behaviour including a 'feel-good' factor in those taking part.

**Report****4. Background**

- 4.1 In 2006 the Council introduced an alternate weekly waste collection service and this has increased the level of recycling significantly to around 32% (outturn 2007/08). National Indicator 192 combines both recycling and composting and authorities leading performance on NI 192 offer collections of garden waste. NI 191 measures the amount of **residual** waste collected – i.e. waste not recycled, composted or re-used and has taken away the goal of reducing the total amount of waste collected.
- 4.2 At its meeting on 7th January 2009, the Executive Committee requested that, in order to meet increasing national targets for recycling and composting, the feasibility of a chargeable self funding 'opt-in' garden waste collection, and delivery of this in partnership with Bromsgrove District Council, be explored. Officers have now draw up a business case for Members' further consideration.

**5. Key Issues**

- 5.1 The original JMWMS adopted the principle of composting at home as the preferred way of dealing with garden waste and this approach remains. However it is now recognised that garden waste collections are a key way of significantly increasing performance in relation to NI 192 and that this is a service that some residents would like to receive (JMWMS consultation, February – May 2009).

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- 5.2 The previous non statutory national target of recycling 33% of household waste by 2015 has now been significantly increased to 45%, rising to 50% by 2020. To achieve these levels of recycling, it will be necessary to introduce new collection/treatment systems. Currently, despite a significant improvement in the level of waste recycled, the Council is in the bottom quartile for NI 192 - % of waste sent for re-use, recycling and composting. The following tables show previous and future targets that have been set for recycling / composting household waste and current predicted outturn performance in Worcestershire.

Year	Non statutory national target	Statutory performance standard	JMWMS Joint target
2007/8	25%	20%	24%
2008/09	25%	None set	24%
2009/10	40%	"	40%
2013/14	40%	"	43%
2015/16	45%	"	45%
2020	50%	"	50%

Authority	Predicted outturn	Paid for garden waste	Food waste collection
<b>Wychavon</b>	<b>43%</b>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Bromsgrove</b>	<b>37%</b>	<input type="checkbox"/>	
<b>Worcester City</b>	<b>36%</b>	<input type="checkbox"/>	
<b>Redditch</b>	<b>30%</b>		
<b>Malvern Hills</b>	<b>28.5%</b>	<input type="checkbox"/>	
<b>Wyre Forest</b>	<b>27%</b>		

- 5.3 Under the Landfill Allowance Trading Scheme (LATS), the County Council as the Waste Disposal Authority (WDA) has been set maximum allowances for the amount of biodegradable municipal (BMW) waste sent to landfill in future years. Based on current performance levels the County Council will not exceed allowances in 2010/11. If improvements, new treatment facilities or other alternatives are not delivered to divert BMW from landfill then the County Council could be subject to fines from 2010/11 onwards. A percentage of Redditch's grey bin waste is currently landfilled and the majority is sent to be treated at an energy from waste facility in Warwickshire. However there is a need to support the county wide approach, reduce the amount of waste which is disposed of and increase performance on NI 192.

# Executive Committee

9th December 2009

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- 5.4 In addition to LATS, the landfill tax escalator, the tax payable on each tonne of material landfilled, is now increasing by £8 per year from 2008 until at least 2010/11 to give greater incentive to divert waste away from landfill by amongst other things reducing, re-using and recycling waste; by 2010 the tax will be £48 per tonne.
- 5.5 The following provides the rationale why we should prevent garden waste being disposed of in grey bins
- a) We need to reduce the amount of garden waste (7% of total waste collected) which is disposed of in grey bins.
  - b) To ensure fairness, it would not be equitable for some people to pay for a garden waste collection and others to be able to continue to dispose of it free of charge in the grey bin.
  - c) Some residents would choose to use the service for environmental reasons, to ensure that their garden waste is composted. However, there has to be a further incentive to encourage other people to divert their waste from the grey bin.
  - d) It is recommended that this is introduced in the pilot area only as to introduce this Borough wide without an alternative disposal route for residents would be very difficult and give rise to high levels of public dissatisfaction.
  - e) An alternative for residents who do not wish to pay for the service is still to home compost – further advice on home composting is available from <http://www.wastemissionimpossible.org.uk/composting/index.htm> This would be promoted to residents who placed garden waste in the grey bin and through general promotion.
- 5.6 The following provides the rationale for continuing the sale of orange sacks in the pilot area :
- a) Overall the purchase of orange sacks is more expensive than the garden waste collection service and therefore residents will be encouraged to choose the cheaper option.
  - b) Keeps people on board and in particular residents who use the orange sacks to dispose of other household waste.
  - c) Allows us opportunity to review impacts on orange sack sales and implications for long term policy if orange sack sale was withdrawn across the Borough.

# Executive Committee

9th December 2009

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- 5.7 A business case for the introduction of a chargeable garden waste collection service is detailed in Appendix A. The business case outlines full details including resources needed, use of existing vehicles and staff, issues around procurement, potential partnership working and sharing of resources with BDC, the suggested pilot area and number of properties to be targeted. Other considerations include publicity requirements and administrative systems needed to manage the customer base and payments made.
- 5.6 The Business Case indicates that
- a) The provision of an 'opt in' chargeable garden waste collection service supports the JMWMS commitment to achieve higher recycling/composting performance.
  - b) The council would need to review existing waste collection policies if a collection were to be introduced.
  - c) Some waste which is currently disposed of would be diverted to composting.
  - d) There would be an impact on climate change indicator NI 185.
  - e) That a pilot service during 2010/11 will allow us to mitigate risks associated with the introduction of the new service.
  - f) That the pilot area should be in a compact area of the town which is likely to attract the highest % of customer take up.
  - g) the number of customers taking up the service is critical in determining the right charge per customer to ensure cost recovery.
  - h) Option 1 is the most expensive as staffing costs are based on premium rates.
  - i) Option 2 is the mid range price and does not incur additional transport miles (vehicles moving from BDC to RBC).
  - j) Option 3 is the most cost effective but incurs additional transport miles.
- 5.7 In order to manage customer expectations and reduce risk, a relatively small pilot area should be targeted to assess levels of interest and allow us to gain a more detailed understanding of the financial implications, the effect on performance, publicity requirements, administration of the service and operational impacts.

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It will be necessary to develop publicity materials that will explain clearly to customers how the new service may be introduced and to make them aware that the service may be withdrawn in November 2010.

- 5.8 As with the alternate weekly collection service, it is essential to have an adopted service standard which provides details to customers about how the service works, for example the size of bin provided, what happens if the bin is not collected or goes missing and the waste material that can be placed in the bin. A draft service standard has been produced and is included at Appendix B.

## 6. Other Implications

- Asset Management - None.
- Community Safety - Fly-tipping has been found to create a negative impact on people's feeling of safety which can contribute to a fear of crime. On a recent clean up event held in Oakenshaw a large amount of garden waste was found dumped in black sacks. The service may reduce fly-tipped garden waste, particularly for residents who have no method of transporting it to the Household Waste Site.
- Human Resources - The introduction of the new service will require resources and it is anticipated that this will be provided as overtime to existing employees in the first instance.
- Social Exclusion - Could benefit those residents who have no transport or means of travel to dispose of garden waste

## 7. Lessons Learnt

- 7.1 Whilst Redditch Borough Council has improved its recycling rate significantly in recent years, performance is still significantly lower than many authorities and we are currently in the bottom quartile for NI 192; this could be an issue in any future external judgements on the authority.
- 7.2 Redditch Borough Council needs to play its part in fulfilling the JMWMS.



- 7.3 Through the introduction of the alternate weekly collection service we have learned that an educative approach, giving residents information and advice, is the best way of introducing a new service. Therefore, in relation to both collecting garden waste in grey bins and the sale of orange sacks (recommendations 7 and 8) we would use the following approach:
- a) In the pilot areas residents will be provided with promotional material including information on the new service, home composting and what happens to waste placed in the orange sacks for collection – i.e. it is not composted and goes for disposal and a revised statutory notice.
  - b) A ‘honeymoon’ period would be used where we would still empty grey bins that contained garden waste and at the same time provide residents with information and advice about home composting and the new service.
  - c) Residents within the pilot areas who purchase orange sacks will be provided with information at the point of purchase.
  - d) Monitoring of orange sack sales both in the pilot area and Borough wide can be carried out during the pilot period.
  - e) Develop a long term policy on orange sacks as part of evaluation of pilot (recommendation 9)
  - f) Our normal graduated approach to enforcement would be used for residents who continue to place garden waste in the grey bin.

## 8. **Background Papers**

The Joint Municipal Waste Management Strategy First Review, August 2009 (to be published January 2010).

## 9. **Consultation**

This report has been prepared in consultation with relevant Borough Council, County Council and Bromsgrove District Council Officers.

## 10. **Author of Report**

The authors of this report are Guy Revans, Head of Environment (Head of Environment) who can be contacted on extension 3292 (e-mail [guy.revans@redditchbc.gov.uk](mailto:guy.revans@redditchbc.gov.uk)), Terry Horne, Head of Operations who can be contacted on extension 3604

# Executive

## Committee

9th December 2009

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([terry.horne@redditchbc.gov.uk](mailto:terry.horne@redditchbc.gov.uk)) and Sue Horrobin (waste Management Manager) who can be contacted on extension 3706 (e-mail:[sue.horrobin@redditchbc.gov.uk](mailto:sue.horrobin@redditchbc.gov.uk) ) for more information.

### 11. Appendices

**Appendix A - Business Case for the Collection of chargeable garden waste in Redditch**

**Appendix B - Draft Service Standard for the collection of Garden Waste**

**Appendix C - Garden Waste Collection Round.**

### 12. Key to Abbreviations / Terms used in report

JMWMS – Joint Municipal Waste Management Strategy

LATS – Landfill Allowance Trading Scheme

BMW – biodegradable municipal waste

NI 191 - % of household waste not recycled, composted or re-used

NI 192 - % of household waste recycled, composted or re-used

**Business Plan**  
**Chargeable 'Opt-in' Garden Waste Collection**  
**September 2009**

**1.0 Rationale for providing the Service – Joint Municipal Waste Management Strategy (JMWMS)**

- 1.1 The Joint Municipal Waste Management Strategy (JMWMS) 2009 sets the Partnership a target of 43% recycling/composting by 2014. As a signatory to the JMWMS 2009, Redditch Borough Council has committed to play its part and increase its recycling/composting rate (NI 192) to help achieve this. This can be done through:
- Increasing the range of materials which are recycled through green bins
  - The introduction of a chargeable garden waste collection service
  - Recycling street sweepings
  - Increasing the amount of re-use within the Borough – e.g. through bulky collection service
- 1.2 There is a national target of 45% by 2015 that we would hope to meet, however in accordance with Principle 4 we will not compromise the environmental and economic performance of schemes just to meet notional, non statutory targets.
- 1.3 Currently, the majority of residual waste collected in Worcestershire is landfilled. The Partnership needs to reduce the amount of biodegradable waste to landfill in order to meet Landfill Allowance Trading Scheme limits in future years. Whilst the majority of residual waste collected in Redditch is disposed of through an energy from waste facility in Warwickshire, there is a need to consider Redditch's arrangements in a county wide context. Each tonne of waste diverted from this disposal route frees up capacity for waste from other Worcestershire authorities.
- 1.4 A chargeable garden waste collection falls outside the 'Core Service' and therefore costs should be recovered in line with JMWMS 2009 Policy 3.
- 1.5 In addition, 20% of residents surveyed said that they would be prepared to pay for a collection of garden waste (JMWMS consultation, May 2009) and given the current economic climate, there is potential for income generation. Other Worcestershire authorities have found that there is a demand for the service.

**2.0 Current Waste Collection Policies**

- 2.1 The council currently accepts small amounts of light garden waste in grey bins.
- 2.2 Orange sacks were introduced at the start of the AWC service so that residents had a way of disposing of occasional amounts of extra waste. Council policy is to collect a maximum of two orange sacks per household along with grey bin collections. In 2008/09 approximately 5,000 orange sacks were collected. A survey of collection crews has found that approximately 70% orange sacks contain garden waste during summer months and around 20% during winter months. Waste collected in this way is mixed into the residual waste stream and is not composted.

### **3.0 Home Composting**

3.1 This remains as our preferred way of dealing with garden waste and in recent years a large number of compost bins have been sold. Residents will still be encouraged to deal with garden waste at home. However, the Partnership has now agreed that there needs to be an option of collecting garden waste for composting for the reasons outlined above.

### **4.0 Quantities of Garden Waste**

4.1 Waste Composition Analysis has shown that 7% of the waste collected in the Borough through the household waste collection service is garden waste – this is approximately 1,330 tonnes per annum. The introduction of a chargeable garden waste collection would divert some of this waste from the disposal route.

### **5.0 Garden waste at the Household Waste Site**

5.1 In 2008/09 **2,124** tonnes of garden waste were taken by residents to the Household waste site which involves residents using their own vehicles to transport small amounts of waste. WCC do not currently keep records of visits to the site, however if we estimate that each load weighs 50kg, then this equates to over 42,000 separate visits.

### **6.0 Predicted diversion and changes to waste collection policies**

6.1 The introduction of a garden waste collection service will result in some of the garden waste which is currently disposed of in grey bins, orange sacks and at the HWS being reduced. The start of the new service would require the council to consider making changes to waste collection policies across the Borough or in areas where the garden waste collection service is offered as below:

- Stop sale of orange sacks
- Ban garden waste from grey bins

6.2 Subsequently this would mean a new statutory notice being issued and the development of a new service standard (appendix 2).

### **7.0 Coverage of the new service**

7.1 Modelling has shown that the garden waste collection service should be to at least 20% of suitable households (approximately 32,000) in order to help meet the county wide targets outlined above.

### **8.0 Climate Change Impacts**

8.1 The Strategic Environmental Assessment which forms part of the JMWMS, states that *“options which have area wide green waste collections secure more benefits overall than other options because of increased tonnages of waste recycled, principally biodegradable waste”* (SEA p.38).

- 8.2 There would be an impact on climate change indicator NI185 as mileage undertaken as part of the waste collection service would increase. Some estimates on the increase in mileage and carbon emissions is provided in the table below. Redditch Borough Council's current target for overall reduction is 2% year on year. To counter the increased emissions, reductions would be required elsewhere,

	Estimated mileage undertaken	Miles per gallon	Total no. gallons used	Resultant CO2 kg/tonnes
Pilot area based on	1620	5	324	6858kg or 0.69 tonnes
Borough wide	8100	5	1620	34,288kg or 34.3 tonnes

NOTE: Figures are based on one RCV working for one day per week for 30 weeks

- 8.3 The total carbon produced last year from the council's vehicle fleet was 590,385kg or 590.39 tonnes. The Borough wide service could result in an estimated increase of 5.7% on the total carbon emissions from the council's fleet.
- 8.4 Round sizes on a garden waste collection would be larger as they would need to cover a wider area, however they would be based on existing geographical rounds to ensure that rounds were as efficient as possible in terms of transport distances.
- 8.5 It is difficult to assess the impact of the service on climate change indicator NI186. Relevant issues will include that whilst there is an increase in Redditch Borough Council's fleet, there is potentially a reduction in the number of visits to the Household Waste Site. Whilst Redditch Borough Council's waste currently goes to an energy from waste facility, diverting biodegradable waste from this route could provide capacity for other Worcestershire waste to be diverted from landfill.
- 8.6 The introduction of a garden waste collection service has been in other authorities to increase the overall the tonnage of waste collected. Waste that is currently disposed of in other ways – e.g. home composted or on bonfires etc is diverted to the collection instead. However, this is reduced when the collection is chargeable.
- 8.7 Providing a material which can be used as a soil conditioner locally may decrease the use of chemical fertilizer on agricultural ground which is a highly intensive/polluting manufacturing process. This is positive but unquantifiable.
- 8.8 There may be sideline benefits relating to public attitude in terms of changing their own behaviour at home and at work if they are given the opportunity to recycle more leading to additional sustainable behaviours. However, there is a potential risk that a garden waste collection will reduce the amount of home composting.

## **9.0 Type of Service**

- 9.1 Having examined best practice amongst other authorities locally and nationally, the proposed service will be:

Service type	Rationale
Brown 240 litre Wheeled Bin NB in pilot area would be green 240 litre wheeled bin with a grey lid and a sticker	<ul style="list-style-type: none"> <li>• Health and Safety – easily manoeuvred by residents and crews.</li> <li>• Consistency with Partner authorities</li> <li>• Adequate capacity</li> <li>• In pilot area if the service was withdrawn these bins could be re-used</li> </ul>
Alternate Weekly Collection	<ul style="list-style-type: none"> <li>• Allows increased coverage</li> <li>• Proven to be cost effective, efficient and practical</li> <li>• Provides adequate capacity to most residents</li> </ul>
'Curtilage' edge of property* collection and return	<ul style="list-style-type: none"> <li>• Bins less likely to go missing</li> <li>• Council liability for missing bins reduced</li> <li>• Reduces number of days that bins are on streets (particularly if collection day is different to existing waste collection)</li> </ul>
Seasonal 9 monthly service (March – November)	<ul style="list-style-type: none"> <li>• In other authorities it has been shown that the amount of garden waste dramatically reduces in winter months</li> <li>• Type of garden waste changes to larger items which are unsuitable for a wheeled bin collection</li> </ul>

\*where a property does not front onto a road, a designated collection point may be given instead.

### **10.0 Method of introducing the new service**

10.1 Approximately 32,000 properties which potentially could be provided with a garden waste collection service. If 20% of residents took up the new service, as indicated through the consultation earlier this year, then this would mean around 6,200 households.

10.2 There are two options for introducing the service, both of which would allow full cost recovery but with a number of advantages and risks as outlined below:

Options for service introduction	Advantages	Risks
Full scale Borough Wide collection from March 2010	<ul style="list-style-type: none"> <li>• Service provided to all residents</li> <li>• Increased recycling/composting rate</li> <li>• Potential increased income generation</li> </ul>	<ul style="list-style-type: none"> <li>• Deliverability in short timescale</li> <li>• Limited staff resources and impacts on other priorities</li> <li>• Impacts of shared services including new senior management structure</li> <li>• Procurement of bins etc.</li> <li>• Difficult to withdraw service if proves to be uneconomic or performs poorly</li> </ul>

Options for service introduction	Advantages	Risks
Smaller scale pilot in targeted area from March 2010 followed by Borough wide roll out in 2011/12	<ul style="list-style-type: none"> <li>• Allows us to assess take up, administration and publicity requirements, operational impacts, costs and service standard</li> <li>• Allows service to be modified before full roll out</li> <li>• Allows us to withdraw the service if necessary following evaluation</li> <li>• Procurement of bins will be easier due to smaller numbers</li> <li>• Publicity and administration (booking system) more manageable in targeted area</li> <li>• Allows development of a garden waste collection service across BDC and RBC</li> </ul>	<ul style="list-style-type: none"> <li>• Public dissatisfaction that they are not provided the service</li> <li>• May be a need to modify existing service standards – e.g. orange sacks – within the targeted area</li> <li>• Recycling/composting rate will be lower for 2010/11</li> <li>• Income generation will be limited for 2010/11</li> </ul>

10.3 Having looked at these options, it is recommended that a smaller scale pilot in targeted area from March 2010 followed by Borough wide roll out in 2011/12 is adopted. This approach will reduce risks, is achievable and allows the development of a larger scale shared service in the longer term. It also ensures that progress is made and valuable lessons can be learned.

### **11.0 Pilot Areas**

11.1 Appendix C contains a list of streets that would be included in the two pilot areas. One is an area of the town that contains a higher level of traditional housing with larger gardens, which will hopefully result in an improved level of take up. The other area is in the new town and contains properties with smaller gardens

11.2 It is important to match existing collection rounds to the proposed garden waste rounds as this will allow effective customer liaison and service administration.

### **12.0 Service Delivery Options**

12.1 Three options have been identified to provide the service as detailed below:

- **Option one** - To provide the service during Saturdays using employed staff at premium rates and using owned vehicles,
- **Option two** - To provide the service during Monday to Friday using employed staff at standard pay rates and using hired vehicles

- **Option three** - To provide the service using Bromsgrove District Council staff at standard pay rates and BDC vehicles utilising week day capacity available due to four day working week.

12.2 It is important to note that efficiency reduces as the service is not provided to every property as with the AWC service.

12.3 All of the options are based on the providing the service on a standard 7.5 hour day and to a pilot area of 4676 properties.

10% Customer take up	Option one	Option two	Option three*
Day of service	Saturdays	Mon- Fri	week day capacity available due to four day working week
Staff – 1 driver, 1 loader	employed staff at premium rates	employed staff at standard pay rates	Bromsgrove District Council staff at standard pay rates
Vehicle**	owned vehicles	hired vehicles	BDC vehicles
Bins collected	200-220 per day	200-220 per day	200-220 per day
Cost of pilot area	£25,348	£22,268	£20,177
Whole town cost	£178,899	£157,165	£142,407
Cost per customer	<b>£54.50</b>	<b>£48.00</b>	<b>£43.50</b>

15% Customer take up	Option one	Option two	Option three*
Day of service	Saturdays	Mon- Fri	week day capacity available due to four day working week
Staff – 1 driver, 1 loader	employed staff at premium rates	employed staff at standard pay rates	Bromsgrove District Council staff at standard pay rates
Vehicle**	owned vehicles	hired vehicles	BDC vehicles
Bins collected	250 -270 per day	250 -270 per day	250 -270 per day
Cost of pilot area	£29,343	£25,778	£21,503
Whole town cost	£207,098	£181,938	£151,761
Cost per customer	<b>£42.00</b>	<b>£37.00</b>	<b>£31.00</b>

20% Customer take up	Option one	Option two	Option three*
Day of service	Saturdays	Mon- Fri	week day capacity available due to four day working week
Length of day	7.5	7.5	7.5
Staff – 1 driver, 1 loader	employed staff at premium rates	employed staff at standard pay rates	Bromsgrove District Council staff at standard pay rates

Vehicle**	owned vehicles	hired vehicles	BDC vehicles
Round Size	280-300 per day	280-300 per day	280-300 per day



<b>Cost of pilot area</b>	£34,228	£30,070	£26,686
<b>Whole town cost</b>	£241,572	£212,224	£188,342
<b>Cost per customer</b>	<b>£37.00</b>	<b>£32.50</b>	<b>£29.00</b>

### \*Notes – Option 3

- Subject to confirmation that BDC is able to operate the service using standard staffing pay rates.
- Factors in the cost of 40 minutes additional travel time between Bromsgrove and Redditch for each day for each vehicle used otherwise it would reduce the number of bins collected in a 7.5 hour day by 18.
- Increase in the fuel consumption for each round per day of 17.5 litres
- Would require bin lifters currently fitted to Bromsgrove District Council vehicles to be compatible with the type of wheeled bins provided for Redditch residents which are of a different design to those currently provided for Bromsgrove residents. Lifters are available which can easily reconfigured to accommodate different types of bins otherwise it would take approximately 2 fitter hours to exchange a bin lifter per two occasions at a cost of £30.00 excluding 'on costs'.

### 13.0 Customer take up and pricing

13.1 It is difficult to accurately predict the level of customer take up that can be expected, which is why we need to consider a number of take up options. With a higher level of customer take up, the cost per customer can be reduced. If we predict a level of customer take up which is not achieved, there is a risk that cost recovery will not be possible. We have to strike a balance between a charge which will be acceptable and encourage people to take up the service, against reducing the risk of non recovery of costs.

### 14.0 Additional Pricing band options

14.1 The costs shown in the tables above show the charge per customer in order to recover costs fully. However, we have been asked to provide a model showing the impact of providing the service for a number of charges per customer, and these have been detailed in the tables below. It can be seen that full cost recovery does not occur until we have achieved 15% customer take up, using Option 3.

10% Customer take up	Option one	Option two	Option three*
<b>@ £25.00 customer charge</b>	Pilot area = under recovery of <b>£13,673</b> Whole town = under recovery of <b>£97,664</b>	Pilot area = under recovery of <b>£10,595</b> Whole town = under recovery of <b>£75,678</b>	Pilot area = under recovery of <b>£8,502</b> Whole town = under recovery of <b>£60,728</b>
<b>@ £30.00 customer charge</b>	Pilot area = under recovery of <b>£11,338</b> Whole town = under recovery of <b>£80,985</b>	Pilot area = under recovery of <b>£8,258</b> Whole town = under recovery of <b>£58,985</b>	Pilot area = under recovery of <b>£6,167</b> Whole town = under recovery of <b>£44,050</b>
<b>@ £35.00 customer charge</b>	Pilot area = under recovery of <b>£9,003</b> Whole town = under recovery of <b>£64,307</b>	Pilot area = under recovery of <b>£5,923</b> Whole town = under recovery of <b>£42,307</b>	Pilot area = under recovery of <b>£3,832</b> Whole town = under recovery of <b>£27,371</b>

15% Customer take	Option one	Option two	Option three*
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up			
<b>@ £25.00 customer charge</b>	Pilot area = under recovery of £11,818 Whole town = under recovery of <b>£84,414</b>	Pilot area = under recovery of £8,253 Whole town = under recovery of <b>£58,950</b>	Pilot area = under recovery of £3,978 Whole town = under recovery of <b>£28,414</b>
<b>@ £30.00 customer charge</b>	Pilot area = under recovery of <b>£8,313</b> Whole town = under recovery of <b>£59,378</b>	Pilot area = under recovery of <b>£4,748</b> Whole town = under recovery of <b>£33,914</b>	Pilot area = under recovery of <b>£473</b> Whole town = under recovery of <b>£3,378</b>
<b>@ £35.00 customer charge</b>	Pilot area = under recovery of <b>£4,808</b> Whole town = under recovery of <b>£34,342</b>	Pilot area = under recovery of <b>£1,234</b> Whole town = under recovery of <b>£8,878</b>	Pilot area = surplus of <b>£3,832</b> Whole town = surplus of <b>£27,371</b>

20% Customer take up	Option one	Option two	Option three*
<b>@ £25.00 customer charge</b>	Pilot area = under recovery of <b>£10,853</b> Whole town = under recovery of <b>£77,521</b>	Pilot area = under recovery of <b>£6,695</b> Whole town = under recovery of <b>£47,821</b>	Pilot area = under recovery of <b>£3,311</b> Whole town = under recovery of <b>£23,650</b>
<b>@ £30.00 customer charge</b>	Pilot area = under recovery of <b>£6,178</b> Whole town = under recovery of <b>£44,128</b>	Pilot area = under recovery of <b>£2,020</b> Whole town = under recovery of <b>£14,428</b>	Pilot area = surplus of <b>£1,364</b>  Whole town = surplus of <b>£9,742</b>
<b>@ £35.00 customer charge</b>	Pilot area = under recovery of <b>£1,503</b> Whole town = under recovery of <b>£10,735</b>	Pilot area = surplus <b>£2,655</b> Whole town = surplus of <b>£18,964</b>	Pilot area = surplus of <b>£6,039</b> Whole town = surplus of <b>£43,135</b>

## 15.0 Set up costs

- 15.1 Set up costs include the cost of purchasing 240lt brown wheeled bins. Each wheeled bin currently costs £20.00. For example, the cost of purchasing bins so that up to 10% of residents in the pilot area can take part is £9,400.
- 15.2 There is the option of charging a one off fee to cover the initial cost of the bin. This approach has been taken in Worcester City and helps with the recovery of costs. If this approach is taken in the pilot area, using green bins with grey lids, if the service was not rolled out at the end of the pilot year the bins could be bought back from residents and re-used by the Council.
- 15.3 There will be some publicity required and it is estimated that we would need a budget of £5,000 to provide publicity materials to the pilot area. This would be prioritised from within existing budgets.
- 15.4 Administration systems will need to be set up and it is anticipated that this could be done within existing resources using existing software systems.
- 15.5 There are currently funds available within the waste management service which may be able to reallocated to fund set up costs of the service.

15.6 The Council would need to decide if the set up costs should be passed onto the customer as a one off fee as has been done in Worcester City.

### **16.0 Monitoring and evaluation of pilot**

16.1 The following will be considered in the evaluation of the service in the two pilot areas.

- effect on performance
- environmental impacts
- levels of customer take up
- effectiveness of publicity
- income generated
- customer satisfaction and qualitative information gained through a survey
- administrative and operational impacts

### **17.0 Conclusions**

- The provision of an 'opt in' chargeable garden waste collection service supports the JMWMS commitment to achieve higher recycling/composting performance and the Strategic Environmental Assessment indicates that this is a good option.
- Existing waste collection policies would need to be reviewed if a collection were to be introduced.
- Some waste which is currently disposed of would be diverted to composting
- There would be an impact on climate change indicator NI 185.
- The introduction of a pilot service during 2010/11 will allow us to mitigate risks associated with the introduction of the new service.
- The pilot area should be in a compact area of the town which is likely to attract the highest % of customer take up.
- The number of customers taking up the service is critical in determining the right charge per customer to ensure cost recovery.
- Option 1 is the most expensive as staffing costs are based on premium rates.
- Option 2 is the mid range price and does not incur additional transport miles (vehicles moving from BDC to RBC).
- Option 3 is the most cost effective but incurs additional transport miles.



## **Appendix B**

### **Service Standard No. 8 – Collection of Garden Waste**

Wherever possible residents are encouraged to home compost garden waste as this is the most environmentally friendly way of dealing with it. Composting garden waste and vegetable peelings is an excellent and easy way of turning waste into a useful resource for your garden.

For more information on home composting visit [www.wastemissionimpossible.org.uk](http://www.wastemissionimpossible.org.uk)

Our garden waste collection service is specifically designed for residents who generate a lot of garden waste but don't have sufficient home composting facilities.

#### **What the Council will do:**

- Provide an alternate weekly chargeable garden waste collection service at a price to be confirmed and advertise the service to ensure that residents are aware of it.
- In the case that the service is oversubscribed, place residents on a waiting list and keep them informed regarding if and when they are able to take up the service.
- Provide residents who subscribe to the service with a brown 240 litre wheeled bin or additional bins if requested. NB the standard collection charge per bin will be levied for each additional bin.
- Collect and empty bins or containers from an accessible point on the customer's property on the designated collection week and day between the hours of 7:30am and 6:00pm.
- Return the bin or containers to the same point on the customer's property and ensure that it is left in a safe position.
- Tag the bin or put a card through the door to explain the reason if we are unable to empty a bin because it contains the wrong items.
- Return to empty missed bins within 2 working days if we have not informed the resident of the reason why it was not emptied and made a record of this
- Set up a method to allow payment to be made via direct debit etc annually
- The Council will not provide residents with a second or larger grey bin for the disposal of garden waste.
- Provide customers with three months notice of any permanent change to or withdrawal of the service.

#### **What our customers need to do:**

- Choose if you wish to receive the service and contact us to make arrangements, including the necessary annual payment.

- Present the brown bin for collection at the nearest point on your property nearest the road on the designated day and week by 7:30am.
- Ensure that all the garden waste presented for collection is contained within the bin provided and that the lid is fully closed.
- Let us know if you have any special requirements or experience problems regarding the service.
- Give the council one months notice if you wish to cancel the service (NB refunds will not be given).
- Only place in the bin the correct materials as listed below:

**Yes please**

Grass cuttings  
Hedge and shrub  
clippings  
Leaves, twigs and bark  
Small plants and weeds  
Cut flowers  
Windfall fruit

**No thanks**

Kitchen waste (waste food, veg peelings, tea bags and  
eggshells)  
Dog / cat waste  
Plastic bags, pots or trays  
Soil, stones, bricks or rubble  
Branches or tree stumps over 4 inches (7.5cm) in diameter

- In areas where no garden waste collection service is in place, you are able to place small amounts of light garden waste in the grey wheeled bin or in orange sacks. However, it should be noted that this waste is not composted and is either incinerated or goes to landfill.

**Household Waste Site – Crossgate Road, Park Farm**

- You can take your garden waste to the dedicated garden waste skips here and it will be composted and turned into soil improver, which you can then buy back from the site to help improve your garden soil.

## Appendix C

Round 1 - Running Order - Grey			
Day	Road/Close	Area	No. of Prop
Wednesday	Damson Close	Walkwood	29
Wednesday	Prudden Close	Walkwood	6
Wednesday	Newport Close	Walkwood	32
Wednesday	Moorcroft Close	Walkwood	35
Wednesday	Moorcroft Gardens	Walkwood	88
Wednesday	Longborough Close	Walkwood	5
Wednesday	Milford Close	Walkwood	61
Wednesday	Oswestry Close	Walkwood	43
Wednesday	Morton Lane	Walkwood	5
Wednesday	Callow Hill Lane	Callow Hill	10
Wednesday	Stanford Close	Callow Hill	10
Wednesday	Parmington Close	Callow Hill	23
Wednesday	Summerhouse Close / Windmill Gardens	Callow Hill	25
Wednesday	Foxholes Lane	Callow Hill	73
Wednesday	Wychbold Close	Callow Hill	10
Wednesday	Woodbury Close	Callow Hill	33
Wednesday	Valley Close	Callow Hill	13
Wednesday	Upleadon Close	Callow Hill	12
Wednesday	Tanwood Close	Callow Hill	27
Wednesday	Underwood Close	Callow Hill	89
Wednesday	Partridge Lane	Callow Hill	34
Wednesday	Woodgreen Close	Callow Hill	8
Wednesday	Thornccliffe Close	Callow Hill	6
Wednesday	Coleshill Close	Hunt End	46
Wednesday	Didcot Close	Hunt End	24
Wednesday	Hunt End Lane	Hunt End	33
Wednesday	Elmstone Close	Hunt End	16
Wednesday	Enfield Road	Hunt End	39
Wednesday	Weavers Hill	Hunt End	10
Wednesday	Weavers Close	Hunt End	5
Wednesday	Wadbury Hill	Hunt End	6
Wednesday	Dagtail Lane	Hunt End	31
Wednesday	Brookhampton Close	Hunt End	4
Wednesday	Alderminster Close	Hunt End	3
Wednesday	Stonepits Lane	Hunt End	38
Wednesday	Farmcote Close	Hunt End	10
Wednesday	Elmhurst Close	Hunt End	18
Wednesday	Ditchford Close	Hunt End	19
Wednesday	Claverdon Close	Hunt End	31
Wednesday	Chesterton Close	Hunt End	54
Wednesday	Brookfield Close	Hunt End	48
Wednesday	Ashmores Close	Hunt End	<b>40</b>
			<b>1152</b>

Round 2 - Running Order - Grey			
Day	Road / Close	Area	No. of Prop
Wednesday	Crumpfields Lane	Webheath	89
Wednesday	Lower Grinsty Lane	Webheath	16
Wednesday	Hill Top	Webheath	6
Wednesday	Church Road	Webheath	46
Wednesday	Pumphouse Lane	Webheath	10
Wednesday	Earls Close	Webheath	18
Wednesday	Grazing Lane	Webheath	17
Wednesday	Shirehampton Close	Webheath	60
Wednesday	Great Hockings Lane	Webheath	40
Wednesday	Defford Close	Webheath	47
Wednesday	Corner Lane	Webheath	25
Wednesday	Blockley Close	Webheath	17
Wednesday	Acre Lane	Webheath	7
Wednesday	Birchfield Road	Webheath	3
Wednesday	Foxlydiate Lane / Springhill Dr/Springhill Gardens	Webheath	10
Wednesday	Heathfield Road	Webheath	150
Wednesday	Tynsall Avenue	Webheath	21
Wednesday	Downsell Road	Webheath	51
Wednesday	Boxnott Close	Webheath	12
Wednesday	Reyde Close	Webheath	30
Wednesday	Lyndenwood	Webheath	13
Wednesday	Springvale Road	Webheath	49
Wednesday	Sheltwood Close	Webheath	10
Wednesday	Raglis Close	Webheath	11
Wednesday	Packwood Close	Webheath	80
Wednesday	Neighbrook Close	Webheath	34
Wednesday	Michaelwood Close	Webheath	49
Wednesday	Lordswood Close	Webheath	44
Wednesday	Knightsford Close	Webheath	8
Wednesday	Sydnall Close	Webheath	21
Wednesday	Sheepcroft Close	Webheath	57
Wednesday	Shaws Close	Webheath	15
Wednesday	Hennals Avenue	Webheath	22
Wednesday	Brotherton Avenue	Webheath	30
Wednesday	Sandygate Close	Webheath	40
			<b>1158</b>



<b>Round 1 - Running Order - Grey</b>			
<b>Day</b>	<b>Road/Close</b>	<b>Area</b>	<b>No. of Prop</b>
Monday	Winyates way- St Georges Court	Winyates	4
Monday	Holyoakes Close	Winyates East	28
Monday	Birmingham Road MG	Mappleborough Green	3
Monday	Norton Close	Matchborough East	12
Monday	Allensmore Close	Matchborough East	32
Monday	Munsley Close	Matchborough East	48
Monday	Bishopstone Close	Matchborough East	21
Monday	Cradley Close	Matchborough East	23
Monday	Ledbury Close	Matchborough East	66
Monday	Kenchester Close	Matchborough East	50
Monday	Hatfield Close	Matchborough East	27
Monday	Garway Close	Matchborough East	73
Monday	Goosehill Close	Matchborough East	25
Monday	Felton Close	Matchborough East	104
Monday	Jackfield Close	Matchborough East	38
Monday	Easenhall Lane	Matchborough East	29
Monday	Haseley Close	Matchborough East	65
Monday	Ganborough Close	Matchborough East	11
Monday	Farnborough Close	Matchborough East	42
Monday	Dunchurch Close	Matchborough East	35
Monday	Cosford Close	Matchborough East	22
Monday	Binton Close	Matchborough East	50
Monday	Atherstone Close	Matchborough East	38
Monday	Ansley Close	Matchborough East	35
Monday	Avenbury Close	Matchborough East	21
Monday	Bartestree Close	Matchborough East	24
Monday	Barford Close	Matchborough East	26
Monday	Cherington Close	Matchborough East	50
Monday	Dilwyn Close	Matchborough East	28
Monday	Winward Road	Matchborough East	1
Monday	Croome Close	Matchborough East	40
Monday	Eardisley Close	Matchborough East	32
Monday	Winforton Close	Winyates West	56
Monday	Stapleton Close	Winyates West	43
Monday	Dolden Lane	Winyates West	45
			<b>1247</b>

<b>Round 6 - Running Order - Grey</b>			
<b>Day</b>	<b>Road/Close</b>	<b>Area</b>	<b>No. of prop</b>
Monday	Alveley Close	Winyates West	7
Monday	Badger Close	Winyates West	54
Monday	Caynham Close	Winyates West	70
Monday	Dinedor Close	Winyates West	9
Monday	Edgmond Close	Winyates West	80
Monday	Farlow Close	Winyates West	9
Monday	Hentland Close	Winyates West	6
Monday	Insetton Close	Winyates West	29
Monday	Jakemans Close	Winyates West	13
Monday	Lassington Close	Winyates West	29
Monday	Kitebrook Close	Winyates West	18
Monday	Hopyard Lane	Winyates West	25
Monday	Middleton Close	Winyates East	52
Monday	Middleton Mews	Winyates East	54
Monday	Blakemere Close	Winyates East	56
Monday	Linton Close and Linton Mews	Winyates East	104
Monday	Barrow Close	Winyates East	37
Monday	Kilpeck Close	Winyates East	19
Monday	Cardington Close	Winyates East	10
Monday	Huntington Close	Winyates East	27
Monday	Goodrich Close	Winyates East	69
Monday	Tillington Close	Winyates East	71
Monday	Winslow Close	Winyates West	12
Monday	Upton Close	Winyates East	20
Monday	Leysters Close	Winyates East	12
Monday	Treville Close	Winyates East	85
Monday	Shawbury Close	Winyates East	59
Monday	Romsley Close	Winyates East	23
Monday	Quibury Close	Winyates East	23
Monday	Petton Close	Winyates East	47
Monday	Atcham Close	Winyates East	112
			<b>1241</b>

## **Executive Committee**

Astwood Bank and Feckenham

**9th December 2009**

### **FECKENHAM ALLOTMENTS**

(Report of the Head of Environment)

#### **1. Summary of Proposals**

To seek Members' approval to give a grant of £5,000 to Feckenham Parish Council / Village Green Trust towards the purchase of the Feckenham Allotment Site from its current owner, so that the site is maintained as allotments.

To seek Members approval to vire £5,000 from a number of Environmental Services budgets to a budget from which the grant can be paid.

#### **2. Recommendations**

**The Committee is asked to RESOLVE that**

- 1) a grant of £5,000 be made to Feckenham Parish Council / Feckenham Village Green Trust towards the purchase of the Feckenham Allotment Site;**
- 2) authority be delegated to the Head of Environment and the Head of Legal, Democratic and Property Services to negotiate the terms under which the grant is given; and**
- 3) permission be given to vire £5,000 from existing Environment Services budgets as detailed at para 3.2 to fund the grant payment.**

#### **3. Financial, Legal, Policy, Risk and Sustainability Implications**

##### Financial

- 3.1 Feckenham Parish Council/Feckenham Village Green Trust have requested that the Redditch Borough Council give a grant towards the purchase of the Feckenham allotment site on Moors Lane which is currently up for sale.
- 3.2 It is suggested that a grant of £5,000 is made as a contribution towards the purchase cost and this can be found by vireing money from the following budgets.

# Executive Committee

9th December 2009

Code	Description	£
0160 4170	Landscape and Countryside - Materials	2000
0160 4351	Landscape and Countryside - Consultant Fees	1000
0720 4700	Waste Collection General – Publicity and Promotion	1000
0774 3207	Parks and Open Spaces - Signs	500
0774 4150	Parks and Open Spaces – Operational Equipment Purchase	500

- 3.3 Current cost to run Feckenham Allotments is £250 for the rent to the current owner. The scheduled maintenance is a little over £200. Water charges for 12 months are approx £100.

### Legal

- 3.4 By section 3 of the 1908 Act, it is made the express duty of every allotment authority, where they are of the opinion that there is a demand for allotments in their area, to provide a sufficient number of them, and to let them to persons resident in the area. If the duty is not carried out, an interested person would be able to apply for judicial review, and seek a mandatory order, in accordance with Part 55 of the CPR. The 1908 Act further requires that the authority must take into consideration any representation in writing made to them by any six registered parliamentary electors or council tax payers resident in the area, to the effect that the circumstances of the area are such that it is the duty of the allotments authority to “take proceedings” for the provision of allotments.

### Policy

- 3.5 The Council currently rents the allotment site at Feckenham for the provision of allotments. There are 17 plots and 15 tenants with 12 on the waiting list.

The provision of allotments contributes to the Council’s priority clean and green - The Council will develop attractive open spaces, taking enforcement action against littering, fly tipping and other behaviour detrimental to the environment, where appropriate, and supporting measures to tackle climate change.

### Risk

- 3.6 If there were to be no allotments in Feckenham residents could require the Council to provide a site (see above) which could cost considerably more money than assisting the Parish Council / Village Green Trust to buy the site.

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## Climate Change / Carbon Management

- 3.7 Allotment gardening provides residents with the opportunity to grow their own food which helps to reduce the amount of food miles.

### Report

#### 4. Background

Redditch Borough Council currently rents the allotment site in Feckenham from the current owner and provides 17 plots.

#### 5. Key Issues

- 5.1 Feckenham Parish Council wishes to purchase the allotment site on Moors Lane to maintain the allotment facilities in Feckenham and have approached Redditch Borough Council for a grant to assist with the purchase of the site.
- 5.2 The Council was offered the site but considered it to be too expensive. If the Parish Council / Feckenham Village Green Trust do not secure the funds to purchase the site then allotment provision in Feckenham would be lost.
- 5.3 Officers have looked at the budgets and believe that the £5,000 can be found from existing budgets with no detriment to the service provision.
- 5.4 The terms under which the grant is given would need to be negotiated and agreement would need to be reached on what will happen if the site is sold in the future.

#### 6. Other Implications

- |                              |   |
|------------------------------|---|
| Asset Management             | - The management and maintenance of the site would become the responsibility of the Parish Council / Trust. |
| Community Safety             | - None.   |
| Human Resources              | - None.   |
| Social Exclusion             | - Allotments provide a low cost way of producing fresh fruit and veg.                                       |
| Environmental/sustainability | - Allotments can provide valuable wildlife habitats for certain species such as slow worms and bees.        |

# Executive

## Committee

9th December 2009

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7. **Lessons Learnt**

None.

8. **Background Papers**

None.

9. **Consultation**

This report has been prepared in consultation with relevant Borough Council Officers .

10. **Author of Report**

The author of this report is Guy Revans, Head of Environment who can be contacted on extension 3292 (e-mail:guy.revans@redditchbc.gov.uk) for more information.

11. **Appendices**

None.

## **Executive Committee**

No Direct Ward Relevance

9<sup>th</sup> December 2009

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### **REDDITCH BOROUGH COUNCIL ESTABLISHMENT**

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(Report of the Head of Financial, Revenues and Benefits Services)

1. **Summary of Proposals**

To provide an update on the Council's establishment and the numbers of vacant posts currently in place.

2. **Recommendations**

**The Committee is asked to RESOLVE that  
subject to any comments the report be noted.**

3. **Financial, Legal, Policy, Risk and Sustainability Implications**

Financial

3.1 There are no specific financial implications.

Legal

3.2 There are no specific legal implications.

Policy

3.3 There are no specific policy implications.

Risk

3.4 There is a risk to service delivery and performance if vacant posts remain unfilled for any significant period of time.

Sustainability / Environmental

3.5 There are no specific sustainability / environmental / climate change implications.

# Executive Committee

9<sup>th</sup> December 2009

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## Report

### 4. Background

At the 11<sup>th</sup> June 2008 meeting of this Committee, Members requested a brief report be brought to alternate future meetings, outlining the current vacancies within the Authority's establishment.

### 5. Key Issues

A table has been included at Appendix 1 detailing all vacant posts as at 31st October 2009 not covered by temporary staff or other arrangements.

### 6. Other Implications

Asset Management - None.

Community Safety - None.

Human Resources - None.

Social Exclusion - None.

### 7. Lessons Learnt

None.

### 8. Background Papers

None.

### 9. Consultation

This report has been prepared in consultation with relevant Borough Council Officers.

### 10. Author of Report

The author of this report is Teresa Kristunas (Head of Financial, Revenues and Benefits Services), who can be contacted on extension 3295 (e-mail:teresa.kristunas@redditchbc.gov.uk ) for more information.

### 11. Appendices

Appendix 1 – Table of Vacant Posts as at 31<sup>st</sup> October 2009.



<b>Vacant Posts as at 31 October 2009</b>			
<b>Service Area</b>	<b>Job Title</b>	<b>Grade</b>	<b>Date Vacant</b>
Play Areas	Asst Play Area Technician	Apprentice	17/07/09
Not due to be filled for this financial year			
Tenant Participation	Tenant Participation Officer	SC6	21/06/09
Financial Services	Group Accountant	MO3	23/03/2008
Note This post is to be deleted as part of the service review.			
Economic Development (EDU)	Economic Development Manager	MO1	13/05/2007
Note: Budget partially being used to fund EDU Support Officer to provide other support within the service.			
Planning	Planning Officer and Assistant Posts	Sc5-MO1	Various
Note: Parts of four posts vacant due to officers working reduced hours and secondments.			
Landscaping/Countryside/Waste	Senior Waste Management Officer	Sc6-SO2	27/04/09
Note: Post vacated by new Climate Change Officer to be covered by other arrangements during period of secondment.			
Project Manager Landscape Improvements	Assistant Landscape Capital Projects	Sc5	13/04/2008
Note: This will be a saving to capital.			
Revenue Services	Senior Revenues Officer	SO1	23/03/2009
	Enforcement Asst	Sc3	30/08/09
Note: Senior Revenues Officer partly covered by acting up arrangements. Post vacant pending review of services requirement following implementation of new software./Enforcement Assistant appointed due to start December 2009			





# Overview and Scrutiny Committee

4th November 2009

## Minutes

### Present:

Councillor Phil Mould (Chair), Councillor David Smith (Vice-Chair) and Councillors K Banks, G Chance, R King, W Norton and W King

### Also Present:

M Collins

### Officers:

T Horne, G Revans, Head of Environment and S Horrobin

### Committee Services Officer:

J Bayley and H Saunders

### 103. APOLOGIES AND NAMED SUBSTITUTES

Apologies were received on behalf of Councillors Pearce, Taylor and Thomas. Cllr W King was named as a substitute for Councillor Taylor.

### 104. DECLARATIONS OF INTEREST AND OF PARTY WHIP

There were no declarations of interest or of any party whip.

### 105. MINUTES

#### RESOLVED that

**the minutes of the meetings held on Thursday 1st October and Wednesday 14th October be confirmed as a correct record and signed by the Chair.**

### 106. ACTIONS LIST

The Committee considered the latest version of the Actions List. Specific mention was made of the following matters.

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Chair

# Overview and Scrutiny Committee

4th November 2009

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a) Arrow Valley Countryside Centre - Consultants' Report

Officers reported that they had approached the relevant Head of Service for this report. The consultants' report was scheduled to be considered by the Executive Committee on either 7th January or 27th January. Depending on which date was agreed, it would be possible for the Overview and Scrutiny Committee to pre-scrutinise this report at either of their meetings scheduled for 16th December or 13th January.

b) Mayoral Web Pages

Officers explained that the Member Services' Officer had been in contact with Councillor Chalk and Officers from IT Services to arrange a meeting to discuss the enhancement of the content of the Mayoral web pages on the Council's website.

**RESOLVED that**

**the Actions List be noted.**

**107. CALL-IN AND PRE-SCRUTINY**

The Committee considered the latest version of the Forward Plan. Officers explained that there was a report listed on the Forward Plan scheduled to be considered at the Executive Committee on 9th December regarding the Council's Single Equalities Scheme. Members agreed that it was important for the Committee to pre-scrutinise this report if possible.

There were no call-ins.

**RESOLVED that**

**the Single Equalities Scheme report be pre-scrutinised by the Committee at the following meeting scheduled for Wednesday 25th November.**

**108. TASK & FINISH REVIEWS - DRAFT SCOPING DOCUMENTS**

There were no draft scoping documents.

# Overview and Scrutiny Committee

4th November 2009

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## 109. TASK AND FINISH GROUPS - PROGRESS REPORTS

The Committee received reports in relation to current reviews.

a) Dial-A-Ride – Chair, Councillor R King

Councillor King informed the Committee that the Task and Finish Group had agreed that, while waiting for the Officer report regarding actions to overcome the shortfall in funding for the service for the current year, the Group had decided that they would be able to progress other tasks. He explained that the Group had met with the WRVS, which operated a bus and social car scheme within Bromsgrove. From information provided during this meeting, the Group had decided that they would like to investigate the possibility of linking in with other service providers in the area including taxi firms, to enhance the Dial-a-Ride service.

b) Neighbourhood Groups – Chair, Councillor K Banks

Councillor Banks informed the Committee that the Group had completed their consultation with all of the Neighbourhood Groups and had received feedback forms from many attendees. In addition, the Group had arranged to undertake consultation with the Student Council. The Group was in the process of writing the final report which they looked forward to presenting before the Committee at the following meeting.

c) Local Strategic Partnership – Chair, Councillor W Norton

Officers informed the Committee that there would be a presentation on the subject of the Local Strategic Partnership at the following meeting of the Committee on 25th November. The Councillors who would be undertaking the review alongside Councillor Norton had been invited to attend that meeting of the Committee to consider the information contained within this report.

### **RESOLVED that**

**the progress reports be noted.**

## 110. GARDEN WASTE STRATEGY

The Committee received a Power Point presentation from Officers detailing proposals for the Council to introduce an optional chargeable garden waste collection (Appendix One). Officers

# Overview and Scrutiny Committee

4th November 2009

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explained that that the Joint Municipal Waste Management Strategy, which the Council had signed up to, had set a target of 43% for the recycling or composting of waste materials by 2014. In addition, the national non-statutory target for recycling household waste had been increased from 33% to 45% by 2015. It was important that Redditch Borough Council played its part in achieving these targets.

Members were informed that further reasons to undertake a chargeable garden waste collection included: the fact that it reduced biodegradable waste to landfill; that residents had indicated a demand for this service; and that it had been found to be successfully delivered by other local authorities. Members were informed that, currently, 7% of the waste collected by the Council was garden waste that could be composted. The Council permitted residents to dispose of a small amount of garden waste in their grey bins. Orange sacks, which were charged for by the Council, enabled residents to dispose of extra waste and it had been found in 2008/09 that out of 5000 orange sacks collected in the summer months, around 70% contained garden waste.

Officers outlined the proposals for the additional service to Members. They explained that the service would be optional for residents and that residents taking part in the service would be provided with a brown 240 litre capacity bin in which to put their garden waste. Bins would be collected on alternate weeks between March and November. Officers proposed two options for introducing the service. The first option involved undertaking a pilot in one area of the Borough while the second option would be to deliver the service on a Borough wide basis. Officers commented that the preferred option was to deliver this scheme in a pilot area first. This would enable the Council to assess the take up of the scheme and evaluate its success in one area before deciding on whether to extend the scheme to the rest of the Borough.

It was proposed that the scheme be piloted in the west of Borough. The pilot area was chosen because it was an area where residents lived in traditional types of housing and because of the larger size of gardens. However, Officers had also ensured that a mix of housing types with various sized gardens were included in the pilot area. Indications from consultation conducted as part of the Joint Municipal Waste Management Strategy had indicated that residents would be willing to pay £30 a year for this service.

Members questioned whether this scheme would reduce the numbers of people composting and also commented that it would appear to be less environmentally friendly to move garden waste in

# Overview and Scrutiny Committee

4th November 2009

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fuel inefficient vehicles around the Borough rather than to continue to encourage people to compost. Officers had acknowledged in their presentation that the Council's carbon footprint would rise as a result of the proposals but stressed that to offset these extra emissions, the Council would have to look to cut emissions elsewhere.

Some Members felt that the proposed pilot area would not produce a true reflection of residents' views of this scheme. It was felt that the west side of the town was more rural than the east of the town which was considered more urban with a higher density of houses and smaller gardens. Officers explained that, if Members felt strongly about this, the pilot could be run in two different areas one in the east and one in the west of the Borough providing that it could be delivered within two collection days.

Some Members commented that they felt they were yet to be convinced of the case for supporting the introduction of a chargeable garden waste scheme. It was felt that this scheme was being proposed in order to achieve three things: to generate income; to achieve performance targets set locally and nationally; and to fulfil environmental objectives. Members commented on the take up of the service. It was felt by some of the Committee that the people that usually would dispose of all waste in their grey bins could continue to do so and that those people who made efforts to compost would be the most likely residents to use the scheme. It was also questioned how likely it would be that residents who currently took their garden waste to the household waste disposal site would pay £30 a year for it to be collected from their door.

Members asked Officers how they would assess whether the pilot project had been successful. Officers agreed that this was something they needed to think about. They agreed to put in additional information in the report for the Executive Committee about how this could be assessed. Members commented on the accompanying proposals to stop the sale of orange bags and to not permit residents to put garden waste in green bins. They asked what kind of measures would be undertaken to police this. Officers explained that as part of the waste collection process for recyclables, residents' green bins were checked on collection and this would be the approach taken for green waste and grey bins. The Council had not had to take any enforcement action against residents for misuse of bins and so it was considered unlikely to be a major cause of concern.

# Overview and Scrutiny Committee

4th November 2009

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Officers presented eight recommendations and one resolution that would be presented to the Executive Committee at their meeting on 18th November. Members voted in favour of introducing the scheme, however there was a split vote with four Members voting for and three Members voting against the scheme. They requested that this split in the vote be observed by Officers during the course of the Executive Committee meeting. All Members agreed that, if approved, the collection should be introduced in a pilot area initially rather than throughout the Borough. They also requested that the Council pursue recommendations 7a and 8a rather than recommendations 7b and 8b in the Officers' report.

**RECOMMENDED that**

- 1) **the Executive Committee approve Officers' recommendation to introduce an 'opt-in' chargeable garden waste collection;**
- 2) **the Executive Committee agree to implement this scheme initially in the pilot area suggested by Officers;**
- 3) **the Executive Committee endorse recommendation 7a that 'the amendment of the Council's current collection policy relating to garden waste in grey bins be considered to coincide with the start of the new service to prevent garden waste being placed in grey bins in the pilot area;**
- 4) **the Executive Committee approves recommendation 8a that 'the amendment of the Council's collection policy relating to the sale of orange sacks be considered to coincide with the start of the new service to prevent waste, including garden waste being disposed of in orange sacks in the pilot area; and**

**RESOLVED that**

- 5) **the report be noted.**

**111. CONSIDERATION OF BUDGET BIDS**

Officers informed the Committee that it had not been possible to provide the report detailing the budget bids in time for that meeting of the Committee. It had been suggested that, as it would be difficult to arrange for reports in the budget setting process to be completed for the Committee to pre-scrutinise, the Committee instead undertake post-scrutiny of those items.



# Overview and Scrutiny Committee

4th November 2009

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Officers explained that the budget bids report was due to be considered by the Executive Committee on 18th November. It was therefore suggested that the Committee post-scrutinise this report at their meeting scheduled for 25th November. It had been suggested that the Fees and Charges report be post-scrutinised at a meeting of the Committee on 16th December following consideration of this report by the Executive Committee at its meeting scheduled for 9th December. Whilst it was expected that the majority of the decisions made during the meeting would be forwarded to Council as recommendations, the Executive Committee would also be able to make resolutions. However, the Committee was advised that any recommendations it wished to make on the Fees and Charges report could be referred back to the Executive Committee at their meeting on 7th January or to full Council on 1st February.

Members expressed concern that they had not been able to pre-scrutinise the Budget Bids report. They requested that a detailed explanation be provided by senior Officers which would clarify why reports relating to the budget bids and fees and charges items could not be provided for pre-scrutiny.

## **RESOLVED that**

**further information be provided by senior Officers to the Committee explaining the reasons why the Budget Bids and Fees and Charges reports could not be provided for pre-scrutiny.**

## **112. REFERRALS**

Officers informed the Committee that an issue for scrutiny was to be referred to the Committee from the Complaints Appeal Panel. This issue related to the procedures used by Property Services. The minutes of Panel would be submitted for consideration at the following meeting of the Committee which would help to provide further details about this referral.

## **113. WORK PROGRAMME**

Members considered the Committee's Work Programme. They requested that an item be added to the Work Programme for consideration of the Committee. Members asked for the Committee to review the current Civil Parking Enforcement Scheme. Officers explained that this scheme had been introduced as a result of a scrutiny review into the subject and that a report could be tabled for

# **Overview and Scrutiny Committee**

4th November 2009

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the Committee as part of the Committee's role in monitoring scrutiny recommendations.

**RESOLVED that**

**Officers be invited to present information regarding the Civil Parking Enforcement Scheme at a meeting of the Committee in January.**

The Meeting commenced at 7.00 pm  
and closed at 8.45 pm

.....  
Chair

# Executive Committee

No direct Ward relevance

9th December 2009

## ADVISORY PANELS, WORKING GROUPS, ETC - UPDATE REPORT

(Report of Chief Executive)

### 1. Purpose of Report

To provide, for monitoring / management purposes, an update on the work of the Executive Committee's Advisory Panels, and similar bodies which report via the Executive Committee. At a meeting of the Committee in early 2009 it was agreed that Portfolio Holders review the present arrangements for their respective Advisory Panels and Working Parties and come to a conclusion as to whether they were still serving a purpose. The matter was to be discussed more generally at the next meeting of the Constitutional Review Working Party.

### 2. Recommendation

**The Committee is asked to RESOLVE that**  
  
**subject to Members' comments, the report be noted.**

### 3. Updates

#### A. ADVISORY PANELS

	<u>Meeting :</u>	<u>Lead Members / Officers :</u> (Executive Members shown <u>underlined</u> )	<u>Position :</u> (Oral updates to be provided at the meeting by Lead Members or Officers, if no written update is available.)
1.	Climate Change Advisory Panel (formerly Environment Advisory Panel)	Chair <u>Cllr B Clayton</u> / Guy Revans.	Next meeting – 8th December 2009.
2.	Community Safety Advisory Panel	Chair <u>Cllr Brunner</u> / Vice-Chair Cllr Banks Angie Heighway	Date to be arranged.

**Executive****Committee**

9th December 2009

3.	Economic Advisory Panel	Chair <u>Cllr MacMillan</u> John Staniland / Georgina Harris	Meeting scheduled for 14th December 2009 to be rearranged
4.	Housing Advisory Panel	Chair <u>Cllr B Clayton</u> / Vice-Chair Cllr Pearce  Jackie Smith	Last meeting – 17th November 2009.
5.	Leisure Contracts Advisory Panel	Chair <u>Cllr Anderson</u> / Vice-Chair Cllr MacMillan  Ken Watkins / Kevin Cook	Last meeting – 7th October 2009.
6.	Customer Services Advisory Panel	Chair <u>Cllr Braley</u> Jackie Smith / Jane Smith	Next meeting – 10th December 2009.
7.	Planning Advisory Panel	Chair <u>Cllr MacMillan</u> / Vice-Chair  Cllr Chalk  John Staniland / Ruth Bamford	Next meeting – 30th November 2009  Other meetings arranged for 10th December and 17th December 2009.

**B. OTHER MEETINGS**

8.	Constitutional Review Working Party	Chair Cllr MacMillan / Vice Chair <u>Cllr Braley</u>  Steve Skinner	Next meeting – to be arranged.
9.	Grants Panel	Chair Cllr Chance / Vice Chair  <u>Cllr Braley</u>  Angie Heighway	Last meeting – 17th September 2009.

**Executive****Committee**

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10.	Independent Remuneration Panel	Independent Members / Chair Mr Andrew Powell	Next meeting – to be arranged. Currently working up proposals for 2010 Allowances Scheme.
11.	Member Development Steering Group	Chair <u>Cllr MacMillan</u> / Vice-Chair Cllr Brunner Steve Skinner / Trish Buckley	Next meeting – to be arranged.
12.	Procurement Steering Group	Chair <u>Cllr Braley</u> / Vice-Chair Cllr Hall Sue Hanley	Meeting on 14th December 2009 to be rearranged.
13.	Church Hill District Centre – Members' Panel	Chair <u>Cllr B Clayton</u> Rob Kindon / Jim Prendergrast	Next meeting – 25th November.

**4. Author of Report**

The author of this report is Ivor Westmore (Member and Committee Support Services Manager), who can be contacted on extension 3269 (e-mail: [ivor.westmore@redditchbc.gov.uk](mailto:ivor.westmore@redditchbc.gov.uk)) for more information.

**5. Appendices**

None.





# Executive Committee

No direct Ward relevance

9th December 2009

## ACTION MONITORING

(Report of the Chief Executive)

Portfolio Holder(s) / Responsible Officer	Action requested	Status
13th January 2009		
<b>Cllr Gandy / Executive Committee</b>	<p><b>Third Sector Task and Finish Group</b></p> <p>The Executive to consider the further work to be undertaken (detailed in recommendation 5) and come back with suggestions for further work in due course.</p>	Awaiting further consideration by relevant Members.
22nd April 2009		
<b>Cllr MacMillan/ Ruth Bamford</b>	<p><b>Action Monitoring – Economic Advisory Panel</b></p> <p>Economic Development Strategy - Visits to Redditch businesses being arranged.</p>	
1st July 2009		
<b>Cllr Braley E Storer</b>	<p><b>Corporate Sickness Statistics</b></p> <p>Members suggested minor amendments to the recording method for sickness absence, proposing that the “No Reason” category might be termed “Other” and that there be a more explicit breakdown of the work-related and non-work related absences due to “Bones, Joints and Fractures”.)</p>	

**Executive**

## Committee

9th December 2009

<b>12th August 2009</b>		
<b>Cllr B Clayton / S Mullins</b>	<b>Church Hill District Centre – Redevelopment Update</b>  Officers undertook to provide a formal legal response to Members' questions in respect of the transfers of land to and from Worcestershire County Council.	Head of Legal, Democratic and Property Services investigating the matter.
<b>Cllr Braley / A Heighway</b>	<b>Quarterly Performance Monitoring April 2008 – March 2009</b>  Officers undertook to provide Councillor Hicks with an explanation for the performance recorded in respect of Performance indicator BV205.	
<b>Cllr Braley / E Storer</b>	<b>Corporate Sickness Statistics</b>  Officers undertook to investigate whether there were national statistics available to use as comparators to those generated locally within the authority.	
<b>16th September 2009</b>		
<b>Cllr Braley / Teresa Kristunas</b>	<b>Prudential Indicators</b>  Councillor Braley enquired as to the maximum and minimum borrowing rates that had existed over the past 25 years and also the magnitude of the interest rate in 1979.	
<b>22nd September 2009</b>		
<b>All Portfolio Holders / A Heighway</b>	<b>Quarterly Performance Monitoring, Quarter 1 – April – June 2009</b>  Members requested that the order of columns in the Corporate Performance Exception Report be amended. Officers undertook to circulate information on Recovery Plans and the pilot project on	



**Executive**

## Committee

9th December 2009

	Smart Cards be circulated with the minutes.	
<b>7th October 2009</b>		
<b>Cllr C MacMillan / R Bamford / A Rutt</b>	<b>Publication of Planning Applications – Consultation</b>  Officers were asked to consider a slight expansion of the circulation of notifications of planning applications should these new measures come into effect.	
<b>28th October 2009</b>		
<b>Cllr M Braley / T Kristunas</b>	<b>Budget Preparation Guidelines and Timetable</b>  Officers were requested to add briefings for Shadow Portfolio Holders to the timetable at similar timescales to those for Portfolio Holders.	Briefings added for Shadow Portfolio Holders.
<b><u>Note:</u></b>	<i>No further debate should be held on the above matters or substantive decisions taken, without further report OR unless urgency requirements are met.</i>	Report period: 13/01/09 to 18/11/09



By virtue of paragraph(s) 4 of Part 1 of Schedule 12A  
of the Local Government Act 1972.

Document is Restricted



By virtue of paragraph(s) 4 of Part 1 of Schedule 12A  
of the Local Government Act 1972.

Document is Restricted

